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Work Flow Analysis Report

Action Tracking

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Abstract: The Work Flow Analysis Report will be used to facilitate the requirements for implementing the further deployment of the Action Tracking module of Passport. The report consists of workflow integration processes for Action Tracking. This document contains the workflow requirements for the Passport system prior to production release.

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RPP-5547

**Work Flow Analysis Report
Action Tracking**

Date 12/13/99

RPP-5547

Revision 1.0

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WFAR Completion Notes and AT Strategy:

Data Phase

PassPort®¹ panel layout and data elements, fields, buttons, and other features will be available as a work product in the data phase of implementing Action Tracking (AT).

Navigator Strategy

The Hanford Intranet will be used for documenting the practices that enables the user for over viewing AT; training that outlines system capabilities; and recommending uses for specific types of Action Requests. This Navigator facility will detail:

- ☐ Sections for Panel (AXXX) and screen protocols,
- ☐ Above and Beyond – additional capabilities will be outlined for extensive, elaborate uses.

Training Strategy

Training will be outlined in the Training phase of implementing Action Tracking. This will cover the approaches to:

- ☐ Sections for Panel (AXXX) and screen protocols,
- ☐ Above and Beyond – additional capabilities will be outlined for extensive, elaborate uses.

¹ PassPort is a registered trademark of Indus International.

Section 1 - Executive Summary

Introduction

Business Process Improvement (BPI) Description

The BPI process is a methodical approach to:

- ☐ ascertaining business processes and methods currently used within River Protection Project (RPP) for each function,
- ☐ coupling that with functionality available within PassPort¹,
- ☐ discerning which method is most appropriate in each case,
- ☐ and, documenting the result.

Within this process the users of a PassPort module drive and participate in the selection and application of the work processes to their business model.

The methods selected are documented as Work Flow diagrams accompanied by descriptive narratives, screen snapshots and other commentary. These WorkFlows capture the conceptual agreements between all parties concerned as to how specific processes are executed. The WorkFlows are then tested against PASSPORT and documented. This document defines how PASSPORT is to be used, by whom, to a panel/screen or keystroke level. The level of detail documented in this process has been prescribed by the users concerned.

The Work Flow Analysis Report (WFAR) is followed by:

- ☐ A comprehensive list of procedures to be implemented simultaneously with PASSPORT.
- ☐ A detailed training requirements document.

¹ PassPort is a registered trademark of Indus International.

- ☐ An analysis of expected and supportable benefits resulting from the PASSPORT implementation.
- ☐ A comprehensive list of interfaces for development (for each phase of the implementation, if required).
- ☐ A detailed outline of data conversion requirements, preferences and settings necessary for RPP-unique PASSPORT implementation.
- ☐ Detailed software development.
- ☐ Additional report development requirements.

The BPI process also serves to highlight the organizational changes that may be required to support the PASSPORT implementation or that may result from the PASSPORT implementation. Within this is also captured any business policy or process, which may be required to support operations or strategic initiatives of RPP in the context of the PASSPORT implementation.

Verification of Project Scope

This BPI was scoped to include all Action Tracking (AT) PHMC Work processes. Since RPP was scheduled to be the first to implement the system, the bulk of the effort was focused on RPP and RPP-specific work processes. Major Sub-Contractors (MSCs) from the rest of PHMC were involved in the BPI sessions to the extent necessary to provide both input to the Action Tracking process and to assure that decisions made during the work flow definitions would not adversely affect their future implementation of PassPort.

Integration with the newly implemented PassPort/PeopleSoft Business Management System (BMS) was a priority during the BPI sessions. Several task items dealing with BMS integration have been identified and are scheduled to be completed prior to implementation of the Action Tracking system.

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Gaps

Issue 223 - What is the mechanism to be used to coordinate use and contents of site qualified fields with other PassPort users and MSCs.

Issue 228 - If the originator, owed to or assignee changes jobs or leaves, there needs to be a method for re-assignment to another individual. This should be a SIG issue to Indus and can be solved via a batch program, which can be created by LMSI.

Issue 231- Define security profiles relating to company, function, and/or organization. Limited security events for A/R types may limit company functionality. Full implementation (PHMC) may require private A/R types (other companies can't see), which should not impact the DTS application.

Throughout this document, you will see issues listed. During the BPI study, close watch was kept on items that needed to be resolved prior to some milestone in the future. These items were collected and identified as issues, then recorded in the issue tracking database located on HILAN at \\apo01\indus_bpi\Action_log.mdb. They are being worked on a prioritized basis. As the issues are resolved, their resolution is recorded in the body of this document.

Overview of New RPP Business Processes

This BPI study yielded one work process generic to the majority of Action Request types. The following text and charts describe in summary the process outlined during the BPI study.

Policies

It is the intent of the RPP to utilize AT in the Interim Stabilization project as a pilot to evaluate the utilization of AT and gage the path forward for potentially implementing AT in additional RPP areas.

Assumptions

The project was initially scoped to include the following processes:

- ☐ Record and approve action requests, plan and accept assignments, complete assignments and action requests.
- ☐ Track and report action requests - as needed to support the above items.
- ☐ Data Integration concerns with Deficiency Tracking System (DTS), legacy RPP, site systems, and the new Peoplesoft/PassPort BMS systems.

No additional processes were added to the original scope during the BPI sessions. A first cut at required reports was made, but it was determined that a more full coverage of reporting requirements would be addressed later in order to better align requirements with Action Tracking implementation.

The Deficiency Tracking System (DTS) is currently operating at the PHMC using a PassPort Action Tracking Module application. The DTS is within the overall administration of Fluor Daniel Hanford Company (FDH). The Action Tracking BPI considered the capabilities of the DTS and generally accepted the parameters set by FDH for the DTS. It is the intent of the RPP WFAR and the future RPP Action Tracking Policies not to impede the DTS.

RPP -Action Tracking

Section 1 - Executive Summary

Benefits of Implementation

The overall capability of the PassPort Action Tracking (AT) module to directly link with other PassPort modules is the single most significant benefit. Where the system user *not only* has available the multiple capabilities of AT, but access to all of the other information in the electronically interfaced PassPort modules. This means that a user either directly accesses AT or is able to link to other Work Management (WM) modules. The connectivity and ease of accessing is transparent to the user; however, all the software modules are interfaced.

Additionally, the Project Hanford Management Contract (PHMC) strategy of utilizing existing Business Management Systems (BMS) software that includes PassPort modules and PeopleSoft applications is complemented by using AT. AT interfaces with existing BMS PassPort modules like Contract Management, Purchasing, Accounts Payable, Inventory, etc. In addition, the existing BMS PeopleSoft applications, like General Ledger, Payroll, etc., are available for linking to the AT module. Therefore, the user and site processes all utilize a rigorous, configured, electronically linked informational database to track and document work performance.

Action Tracking for RPP will be an open environment where the user will decide if an Action Request should be generated and part of AT. The majority of items that any one user might input to AT will be for the sole benefit of that individual. Once a user decides that an item is important enough to track, that user can use AT with a minimal amount of input to track the Action Request to completion.

A user can use AT from the simple usage above to a more complex Action Request by utilizing other coding fields to include documents, notes, plan tasks, and assign others actions to complete the parent Action Request.

By utilizing AT, Project and Program Managers can assure that costs related to manpower resources for Action Requests are part of the input for resource scheduling, cost accumulation, and performance reporting.

Finally, the operating Deficiency Tracking System (DTS) would not be impacted due to the security preference on the two individual Action Request Types (DTAR, GPA). Those DTS Action Request Types are set for users provided access by DTS Security Administration. AT for River Protection Project would add Action Request Types and Assignment Types to provide the expanded capabilities for usage. (See Section 3A- PassPort Settings; Section 3C - Recommended Uses for Specific Types of Actions.)

RPP –Action Tracking

Section 1 – Executive Summary

AT100 Action Tracking

Overview

The Action Tracking System allows an on-line method of tracking different types of events and ensures that the appropriate actions are taken to respond to each item. Action Tracking is based on two key concepts: the identification of an Action Request and the processing of an Action Assignment. An Action Request is an individually identified item that requires specific close-out actions. An Action Assignment includes the individual work step or steps that are required to complete an Action Request.

While an operating environment may have a number of different systems, each providing tracking within its area of functionality, Action Tracking provides the user with a centralized location that can inform personnel of assignments in all functional areas and track multiple assignments for an Action Request.

For recurring actions, model Action Requests and assignment plans can be created and copied as needed. This can be done individually via an option selection or by setting up the recurring characteristics and initiating a batch process.

In all cases, one-time or recurring, when the Action Request or Assignment scheduling is complete, the assignment recipients are notified using the PASSPORT Action/Awareness/Alert feature.

Where Action Request assignments address areas which are supported by other PASSPORT applications, Action Tracking interfaces with the appropriate panel within the PASSPORT product. Assignment details can be specified in detail using the full functionality of that application. The status setting within the supporting application is displayed from within Action Tracking. This dynamic linkage provides an easy way to drill down from the assignment to the referenced detail.

Assignments which are not supported by other HANDI 2000 modules can be fully detailed with Action Tracking's notes and

reference capabilities. In either case, overall Action Request and Assignment status is maintained within Action Tracking. This module provides management with a single location where the task status of an Action Request and Assignment can be viewed.

Due dates can be closely monitored to ensure timely completion of assignments, and, if necessary, due date reminders can be sent to responsible personnel. This can be done via selection of an on-line option or via a batch process that examines all of the Action Request, Assignment and Sub-Assignment due dates and generates reminders of forthcoming or overdue actions.

As work is completed on the Assignment, notes can be compiled regarding the completion of the assignment within Action Tracking. This fully documents the actions and provides a means to communicate electronically between members of the assigned work group. This is also a means to record decisions for future reference. Referenced documents and drawings that may have been affected may also be noted for each Assignment. If the Action Request was initiated due to a problem within the plant, the Assignment may result in the identification of problem causes and each cause may have a narrative describing the suggested action.

The management tracking functions provide the users with a means to display critical Assignment and Sub-Assignment information based upon a variety of selection criteria. In addition to the title, assignee and date information the current status of each action and the reference status is displayed. Managers can identify potential problems in advance and can take the appropriate action to avoid missing due dates.

In addition to reports that detail the Action Requests and the Assignments, the reporting of event and cause relationships gives management the capability of focusing on operational areas which are creating a disproportionate number of Action Requests. These reports also provide a means to quantitatively establish the effectiveness of a corrective action plan.

RPP -Action Tracking

Section 1 - Executive Summary

Action Tracking is only one portion of the HANDI 2000 implementation. Action Tracking has been designed to provide a means of logging and tracking Action Requests to ensure their timely closure. Action Tracking Assignments have automated links to the currently installed HANDI 2000 modules: Contract Management, Inventory, Chemical Management, Project Management, Purchasing and Work Management and to potential future modules including Document Management, Design Engineering and Engineering Change Control.

Action Requests may be initiated as a result of an outside directive, an internal problem that has been reported, a licensing requirement, an internal procedure or any other event that requires a response. Once the Action Request is identified, entered into the Action Tracking system and categorized by type of request, a close-out date is logged into the system. The Action Request life cycle consists of three phases:

- 1) logging the Action Request,
- 2) planning assignments for the Action Request, and
- 3) completing the Action Request assignments.

With features similar to electronic mail application, the Action Tracking module helps managers identify, assign and track items to ensure a timely completion. The system also has multiple reporting capabilities, including an on-line audit facility, assignment aging, trend analysis and other management reporting tools. Combined, these features give management an instant view of all actions to help ensure that the safety and regulatory commitments are being followed.

Summary Work Flow

AT110 Record & Approve Action Request

The first step in the Action Tracking process is to describe the required action and indicate by what date the action is to be completed. The Action Request may be routed for pre-approval if

the Owner does not have sole authority to approve the Action Request. This feature utilizes PASSPORT's standard route list activities.

The Action Request is provided by the Originator to the Owner (Owed To - may be an individual or group). The Owner has the option to Approve the Action Request, thus accepting it as a valid item to be worked on, Reject the Action Request, or return it to the Originator with comments.

If the Action Request is approved, the Owner continues to the next part of the process, the planning of assignments. If returned, then the Originator addresses the Owner's comments and resubmits the Action Request to the Owner for approval.

Notes and reference documentation can be related to the Action Request for use in the approval process or for use by the individuals who will complete the necessary work. Keywords and A/R Reasons may be entered to assist in later retrieval and in analysis of similar Action Requests. Additional cross-references may also be made to equipment, components, Catalog IDs and Uniquely Tracked Commodities.

AT120 Plan and Accept Assignments

Once an Action Request has been approved (by the Owner), the individual work steps necessary to complete the Action Request are determined and the Assignments are made.

The work to complete an Action Request may involve different parts of the organization and may require a wide variety of actions. Once Assignments have been planned and responsibilities designated, the Assignments are scheduled and the assigned individuals or groups are sent a message informing them of their assignments.

The assignee then has the option to accept the Assignment or request a change to the due date or the current assignee. The

RPP –Action Tracking

Section 1 – Executive Summary

Owner can then adjust the plan as needed to factor in the new information.

For complex Assignments, the Assignment Assignee can divide the Assignment into Sub-Assignments. The Sub-Assignee has the same options available as the Assignee for assignments.

If the Owner determines an Action Request warrants no additional activity, or the intent is unclear, the Owner updates the applicable sections of the Action Request with the conclusion and Cancels the Action Request.

AT130 Complete Assignments & A/R

Anyone responsible for the completion of an Assignment or Sub-Assignment can view the assignments for which they are responsible by using Panel A030 Assignment Tracking and selecting the appropriate View.

Depending on the type of assignment, the work may be tracked at a detail level within another HANDI 2000 module. However, the overall Assignment and Sub-Assignment Status is always visible in Action Tracking. In addition, the Status of the referenced items is also available from within Action Tracking. This allows progress monitoring of Action Requests from initiation through closure.

Assignment reminder messages can be sent to ensure that assignments are completed in a timely fashion and overdue assignments can be monitored for follow-up action.

As assignments are completed, notes will be compiled regarding the completion of the assignment. If appropriate, the cause of the problem can be noted and a plan for action can be specified.

AT140Track & Report Action Requests

Management tracking functions provide users with reports or on-line views of critical Assignment and Sub-Assignment information based upon a variety of selection criteria. In addition to the title,

assignee and date information the current status of each action and the reference status is displayed. Managers can identify potential problems in advance and take appropriate actions.

Printed reports enable users to review assignments by:

- ☐ Action Request – individual Action Requests and associated Assignments/Sub-Assignments
- ☐ Event and Cause Reporting – problem areas within the plant and data for trend analysis
- ☐ Aging Report – management tracking information providing a high level view of Action Request activity

AT100 - Action Tracking

Section 2 – Work Flows

2a – Work Flows

AT110 Record & Approve Action Request

Policies

The user of AT must be certain that an item that is to be entered is required and/or significant and merits the tracking of the progress and completion of the A/R.

Assumptions

None

Gaps

Issue 220 Action requests referenced against BMS charge codes, functionality. Account code doesn't default by activity (CACN).

Issue 221 What is the function of the rejected/cancelled A/R? Is it archived? When does it disappear from the A/R list?

Issue 229 Unable to display assignments prior to complete status. If you go directly to A030, it works. If you go to A030 from A010, A030 doesn't work. In either case, not all views (options) are available.

Overview

The first step in the Action Tracking process is to describe the required action and indicate by what date the action is to be completed. The Action Request may be routed for pre-approval if the Owner does not have sole authority to approve the Action Request. This feature utilizes PASSPORT's standard route list activities.

The Action Request is provided by the Originator to the Owner or Group. The Owner has the option to Approve the Action Request, thus accepting it as a valid item to be worked on, or may Reject the Action Request and return it to the Originator. (Issue 221)

If the Action Request is approved the Owner continues to the next part of the process, the planning of assignments. If rejected, then the Originator may stop the process and Cancel the Action Request or may determine that another Owner is more appropriate for this action.

Notes and reference documentation can be related to the Action Request for use in the approval process or for use by the individuals who will complete the necessary work. Keywords and A/R Reasons may be entered to assist in later retrieval and in analysis of similar Action Requests. Additional cross-references may also be made to equipment, components, Catalog IDs and UTCs.

1 Identify Action Request

Defines a need for an action request.

Originator can:

- ☐ Generate an A/R
- ☐ Create a new Model A/R
- ☐ Use an existing Model A/R

This first step is where the Originator enters the Action Request and identifies the Owner, which is an individual, or Group. The Originator may identify references to documents, equipment, or material, if applicable. At a minimum, the Originator should describe the problem or request for action in as much detail as necessary.

Action Requests are initiated on the Action Request Identification panel (A010). This panel is used to describe the required action and specify a date by which the action should be completed. It

RPP –Action Tracking

Section 2- Work Flows

also identifies who has requested the action (the Originator), who will be responsible for monitoring the action to completion (the Owner) and, if applicable, which outside organization must be informed of its completion. If the Action Request is in support of a specific event, that event can also be noted on this panel.

Additional notes describing the required action, or recording special instructions, may be added on the Action Request Notes panel (A011). Documents that pertain to the Action Request, both those which create the need for the Action Request, and those needed by the individual responding to the Action Request, can be specified on the Action Request Reference Documents panel (A012). If the Document Management module with View FX capability is installed and the referenced document has been scanned in the PHMC document system, the image is accessible directly from this panel. This feature is particularly useful in providing drawings to Engineering or Maintenance assignees for red-lining. It is also useful as a way of conveying the details of an Outside Agency commitment. Equipment and/or Components which are affected by the Action Request can be identified on the Equipment/Component Reference panel (A040).

Material references such as Catalog ID and quality level (Q-Level) or Uniquely Tracked Commodities (UTCs) can be recorded on the Material Reference panel (A041).

Creating an Action Item.

- ☐ Open Panel A010, Action Request Identification
- ☐ Enter the action item type (required)
- ☐ Enter the Subject
- ☐ If known, enter the due date (Due date must be completed before approving the A/R)
- ☐ Enter either the Owed To (Owner - may be an individual or a group) (required). Owed To is the person or group to whom the results of this action item is owed.
- ☐ If the originator is different than the Owed To, enter the Originator information.

- ☐ Press enter or click the enter button on the tool bar. This sets the status of the Action Request to INPROG.

Add Document references (Tab 2, Panel A012)

Document references should be added as needed. The document does not have to be in the document control system (DTS - DTAR items are the exception)

- ☐ Enter the facility TF for Tank Farms (RPP)
- ☐ Enter the document type from the list
- ☐ Enter the document sub type, if applicable
- ☐ Enter the document name, sheet, rev as appropriate
- ☐ Press enter.
- ☐ If the document is not in the document management system, the panel will require a title for the document (scroll to the right to see the document title field) Enter the title
- ☐ Documents found in the document management system will have black text, Documents not found will have yellow text. To review a document, click on the More Info peely in the document name field.

Add Keywords (Tab 3, Panel A013)

- ☐ Select Keywords as needed from the pull-down list
- ☐ At a minimum, select company (LM, LMHC) to which this action item applies.
- ☐ Any number of keywords may be recorded.

Add Reasons and Account Information (Tab 4, Panel A014)

- ☐ You may designate a charge code for activities related to this action item. If the action item is directly related to projects or other PassPort objects, it may not be necessary to add accounting information. If needed, enter appropriate costing information here. (Issue 220)
- ☐ Select Reasons from the pull-down list. Any number of reasons may be recorded.

Add Material references (Tab 5, Panel A041)

You may add Material References to the Action, either catalog IDs or Uniquely Tracked Commodities (UTCs).

RPP –Action Tracking

Section 2- Work Flows

Add Equipment references (Tab 6, Panel A042)

Add any pertinent equipment references (D030, Equipment/Component Data) for location and other background information. (Issue 229)

PassPort Cross Reference: A010 Action Request Identification

2 Determine Approvals Required

Before an action item may be worked and/or assigned to people to work, the Owed To (Owner) must approve it as a valid action request. Some actions may require more than simply the Owed To's approval to be implemented. Depending on the type of A/R, the originator must determine the need to have other individuals look at/approve it before it is accepted as a valid action item. The following options exist here:

1. The Originator is the Owed To for this action and will be able to approve the A/R immediately. When true, skip ahead to step Option number 7, Auto Approve A/R.
2. There is no one except the Owed To that needs to see this action item before it is approved. When true, skip to step Option number 6, Notify Owner for approval
3. Several people must be involved in the approval process for this A/R. If true, Proceed to step 3, Attach Route List.

3 Attach Route List

The Originator identifies those individuals who, by their functional responsibility are required to review the Action Request (Option 1 on Action Request Identification panel (A010) to Attach Route List panel (X600)). For information on creating a routing list, see Creating a route list ← HTML link to HPN.

PassPort Cross Reference: X600 Attached Route List

4 Submit to Route List

The Originator submits the Action Request for Pre-Approval (Option 2 on Action Request Identification panel (A010)). This changes the status of the Action Request to H/APPR.

PassPort Cross Reference: A010 Action Request Identification

5 Review / Pre-Approve Action Request

The Route list members evaluate available information to further characterize and define the Action Request.

Those individuals identified on the route list may:

- Approve (Option 3 on Action Request Identification panel (A010))
- Return (Option 4 on Action Request Identification panel (A010)) – Available for rework/reassignment
- Reject (Option 5 on Action Request Identification panel (A010)) – No further processing may occur on this A/R.

Returned and/or Rejected Action Requests are automatically routed back to the Originator for further disposition. Pre-Approved Action Requests are also automatically routed to the Originator for forwarding to the Owner of the Action Request.

The approval group and/or individuals have the option of (pre)approving, canceling or returning the Action Request. If canceling or returning the Action Request, explain the reasoning and what additional information is required in order to (pre)approve the request, using a note (Notes button, panel A011). When the Action item is dispositioned by the approval list members, the Originator receives a AAA. This action changes the status of the Action Request to PRE-APPV.

PassPort Cross Reference: A010 Action Request Identification

6 Notify Owner for Approval

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If the Originator is listed on the Action Request, only the originator is notified of the outcome of Step 5. The Originator then sends Pre-approved A/Rs to the Owner for final approval (option 6, Notify Owner of Action Request).

Following pre-approval, or in cases where pre-approval is not required, the Originator notifies the Owner of the Action Request (Option 6 on Action Request Identification panel (A010), that the Action Request is awaiting Owner approval).

PassPort Cross Reference: A010 Action Request Identification

7 Approve A/R

Approval authority depends on the Action Request Type. The Owner or Group has the option of approving, rejecting or returning the Action Request. If the Owner is returning the Action Request, the Owner should explain the reasoning, via a note on the Action Request Notes panel (A011), of what additional information the owner needs in order to approve the request. The Owner then returns (Option 4 on the Action Request Identification Panel A010) to the Originator for further disposition. This sets the Action Request status to RETURNED.

If the Owner determines the Action Request warrants no additional activity, or the intent of the Action Request is unclear, the Owner updates the applicable sections of the Action Request with the conclusion and returns (Option 4 on Action Request Identification panel (A010)) or rejects (Option 5 on Action Request Identification panel(A010)) the Action Request to the Originator for further disposition.

If the Action Request is appropriate, the owner approves the Action Request (Option 3 on Action Request Identification panel (A010)). This sets the Action Request status to APPROVED.

Once the Action Request is approved, only the Owner may modify it or change Due Dates. The Originator is informed when the Action Request is returned or rejected

PassPort Cross Reference: A010 Action Request Identification

8 Auto Approve A/R

When the Owner is also the originator, and when the Owner determines that no further approvals/notification are needed, the Owner may choose to Auto-approve the Action Request (Option 7, Auto Approve Action Request)

PassPort Cross Reference: A010 Action Request Identification

9 Create Model A/R

Reusable action items may be created by designating the activities as model A/Rs. On Panel A010, the Originator:

- ☐ Checks the Model A/R box .
- ☐ If the action is to occur on a recurring basis, enters the period, number of occurrences, due date, and next date.
- ☐ If the action is not recurring (on demand), enter the period as "N" and enter the due date.

PassPort Cross Reference: A010 Action Request Identification

10 Notify Owner of recurring A/R

As the nightly batch process runs, recurring A/Rs are generated by due date. An AAA is sent to the Owner to notify them the A/R is active.

PassPort Cross Reference: A010 Action Request Identification

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AT120 Plan and Accept Assignments

Policies

None

Assumptions

None

Gaps

Issue 230 More information button on panel A021: navigation is not available after clicking OK once.

Overview

Once an Action Request has been approved (by the Owner), the individual work steps necessary to complete the Action Request are determined and the Assignments are made.

The work to complete an Action Request may involve different parts of the organization and may require a wide variety of actions. Once Assignments have been planned and responsibilities designated, the Assignments are scheduled and the assigned individuals or groups are sent a message informing them of their assignments.

The assignee then has the option to accept the Assignment or request a change to the due date or the current Assignee. The Owner can then adjust the plan as needed to factor in the new information.

For complex Assignments, the Assignment Assignee can divide the Assignment into Sub-Assignments. The Sub-Assignments have the same approval / reject process as assignments.

If the Owner determines an Action Request warrants no additional activity, or the intent is unclear, the Owner updates the applicable

sections of the Action Request with the conclusion and Cancels the Action Request.

1 Create Assignments

Assignments are the work steps necessary to complete an Action Request. Either the Originator or the Action Request Owner can outline the steps required on the Action Request Assignment Detail panel (A021) and designate an Assignee. The Assignee may be either an individual or a group of individuals, defined by an Alert Group, that perform the same function. Once the Action Request is approved however, only the Action Request Owner may create or change assignments. (Issue 230)

Often the Assignment is best described by opening a request for action in another HANDI 2000 application. If the Assignment is a request for maintenance, it is possible to enter a short summary of the assignment in Action Tracking, and then fully describe the assignment in a Work Request. By entering the Reference Code for a Work Request on the Assignment it is possible to directly navigate to the Work Request panel to create the request. The Work Order linkage may be established in the same manner. Both of these references are satisfied by the PASSPORT Work Management product.

The references to the PASSPORT Financial Management product provide a way to go directly to either an Organization level budget, or a Project level budget. These references are especially useful when the budgeting process is being monitored by using Action Tracking events to see how much of the budget has been expended per an Action Request and/or Assignment.

The PASSPORT Purchasing references cover both the Purchase Order and Contract linkages. The Purchase Order references include the Request for a Vendor Evaluation, a Request for Quotation, and a Purchase Requisition. The Contract reference is to the Contract Requisition panel.

In addition to allowing a reference to the other PassPORT products, there is a reference from an Assignment, or Sub-Assignment, to another Action Request. This provides a virtual unlimited chain of actions all pyramiding underneath a single Action Request. This chaining provides the ability to have multiple vertical sets going from Action Request to Assignment to Action Request to Assignment to Action Request.

Input to this process may be any of the following:

- An APPROVED Action Request.
- A REJECTED Assignment.
- An Action Request verified incomplete by the Owner or his designee which requires additional assignments.

1 Plan Assignment

From the A010 Action Request Identification Panel:

- ☐ Click the Plan Assignment Button
- ☐ On Panel A020 Click the New Assignment Button or select review to review an existing assignment (from a model A/R)

PassPORT Cross Reference: A020 Assignment Plan Summary

2 Detail Assignment

On Panel A021, Assignment Detail:

- ☐ Select Assign Type (Assignment Type may have related attributes. Be sure to check attributes for applicability)
- ☐ Determine when Assignment is due
- ☐ Select Responsible Person or Group
- ☐ Enter a subject. To provide more detail on this assignment, use the Notes Button
- ☐ Press enter
- ☐ Enter Estimated complete date (if desired) Est Complete will be available to the Assignee for modification once the Assignment is accepted.

- ☐ Sched Ref may be used to place constraints on the applicable dates of the assignment.
- ☐ Unit, System, Organization, Department, Discipline may be filled in as needed for reporting purposes.
- ☐ Create references as applicable in the reference section on the bottom block of Tab 1.
- ☐ Go to the Attributes Tab 2 and verify any Attributes listed are appropriate for this particular Assignment
- ☐ Tabs 3 through 7: Use as appropriate.

Request Due Date, Assignee change.

If the assignee requested a change in either due date or Assignee,

To approve the requested change the owner

- ☐ Uses Option 9 to approve the change. This sends a AAA message to the assignee noting the change was approved
- ☐ Makes the required changes
- ☐ Commits the change (Option 7). This sends a AAA message to the assignee (and new Assignee if Assignee changed) noting the change was made.

To reject the request, the owner uses Option 10. This sends a AAA message to the assignee noting the change was not approved

PassPORT Cross Reference: A021 Assignment Detail

3 Notify Responsible ID / Group

Once an assignment has a Due Date, the Assignee may be notified via an AAA message. Once again, the Action Request Owner has control over when to notify an Assignee. This provides the Owner the ability to plan a number of work steps in advance and notify each Assignee at the appropriate time.

Notifying the Assignee causes the status of the Assignment to be set to READY and takes it out of a planning mode. Once it is out

of the planning mode, any changes made to the Assignment Due Date or any change of Assignee cause an AAA message to be sent to the current Assignee.

- ☐ From Panel A020 Assignment Summary
 - ☐ Highlight an assignment line
 - ☐ Select Option 1 Notify Assignee
- ☐ From Panel A021 Assignment Detail
 - ☐ Select Option 1, Notify Assignee

AAA will be sent to the Assignee

PassPort Cross Reference: A020, Assignment Summary; A021 Assignment Detail

4 Accept / Respond To Assignment

Accepted:

No AAA to owner

Request assignment Change:

AAA to Owner, but no changes allowed by assignee. Assignee should make an entry in notes detailing what the requested change should be.

Once the Assignee is notified of an Assignment, the assignee should review the Action Request and his/her particular Assignment as soon as possible to determine if the assignee is the appropriate person to complete the Assignment. If so, the assignee should also assess if they can meet the Due Date. If there is any problem with the Assignment or the scheduled Due Date, the assignee should add a note to the assignment using the Notes button on the assignment and use Option 8, "Request Due Date/Assignee Change" to request the change. This option sends an AAA message back to the Action Request Owner that alerts them to the problem. The Owner can then take an appropriate action.

If the Assignment is acceptable, the Assignee should review and accept the Assignment by selecting Option 2, Accept Assignment/Sub. When done, the status changes to Accepted. If the Assignee has sufficient authority, they may sub-divide the Assignment into Sub-Assignments. Each Sub-Assignment can be scheduled separately and assigned to the appropriate person. It is the responsibility of the Assignee making the Sub-Assignments to track them to completion and then sign-off on his/her assignment.

Assignment(s) are reviewed by the Assignee for content and direction as required. The Assignee is responsible for ensuring the activity is within his/her scope and the assigned Due Date is achievable.

The Assignee may determine, after assignment review, that the Assignment should be returned to the Owner for any of the following reasons:

- Information necessary for activity completion is inadequate.
- The scope of the activity is beyond his/her capability.
- they are not the appropriate individual or group.
- The Assignment Due Date is unrealistic.

The Assignee updates the Assignment In-Progress Notes with the conclusion and returns the Assignment to the Owner (Option 8 on Assignment Detail panel (A021)).

If the Assignee understands and accepts responsibility for completion of the activity, they accept the assignment (Option 2 on Assignment Plan Summary panel (A020) or Assignment Detail panel (A021)).

PassPort Cross Reference: A021 Assignment Detail

120.1 Create & Accept Sub-Assignments

8 Notify Responsible Sub-Assignee

- Follow the instructions in step 3.

PassPort Cross Reference: A021 Assignment Detail

PassPort Cross Reference: A021 Assignment Detail

9 Accept/Respond to Sub-Assignment

- Follow the instructions in step 4.

PassPort Cross Reference: A021 Assignment Detail

5 Select Assignment

The Assignee identifies and assigns additional Sub-Assignment(s) to be completed prior to completion of the associated Assignment. These Sub-Assignment(s) are identified and assigned in the same manner as the Assignment(s), with the Assignee making the appropriate AAA notifications to the 'Sub-Assignee'. The 'Sub-Assignee' is defined as the individual or group with overall functional responsibility for completion of the Sub-Assignment.

The logical thought process for the identification and Sub-Assignment of additional actions to be performed must be clearly outlined in the Sub-Assignment support documentation. Go to A020 and select the Assignment line that you want to add a Sub-Assignment to.

PassPort Cross Reference: A020 Assignment Detail

6 Create Sub-Assignment

On Panel A020, use option 7 Display Selected Item Sub-Assigns.

- Click on New Sub-Assignment button.

PassPort Cross Reference: A020 Assignment Detail

7 Detail Sub-Assignment

- Follow the instructions in step 2.

PassPort Cross Reference: A021 Assignment Detail

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AT130 Complete Action Assignments

Policies

Business Rule: Completion notes must be completed before the A/R is closed.

Assumptions

None

Gaps

Investigate creating an Attribute “Completion Notes” that is required, listing the date that the completion notes were entered. Also, add to applicable process descriptions.

Overview

Anyone responsible for the completion of an Assignment or Sub-Assignment can view the assignments for which they are responsible by using Panel A030 Assignment Tracking and selecting the appropriate View.

Depending on the type of Assignment, the work may be tracked at a detail level within another HANDI 2000 module. However, the overall Assignment and Sub-Assignment Status is always visible in Action Tracking. In addition, the Status of the referenced items is also available from within Action Tracking. This allows progress monitoring of Action Requests from initiation through closure.

Assignment reminder messages can be sent to ensure that assignments are completed in a timely fashion and overdue assignments can be monitored for follow-up action.

As assignments are completed, notes will be compiled regarding the completion of the assignment. If appropriate, the cause of the problem can be noted and a plan for action can be specified.

1 Perform Sub-Assignments

Carry out the work defined in the sub-assignments and the referenced PassPort objects.

PassPort Cross Reference: None

2 Mark Sub-Assignment Complete

All actions taken by the Sub-Assignee are to be documented on Tab 5 the Completion Notes Panel a023, including activities performed outside of the Action Tracking module including but not limited to other PassPORT modules. The Sub-Assignment’s document and equipment references should be updated to reflect all actions performed.

The Sub-Assignee must review the Attributes (Tab 2) attached to the Sub-Assignment. Often these Attributes indicate intermediate Status dates that need to be recorded, or sign-off procedures. Optional Attributes that are not appropriate to the Sub-Assignment may be deleted by the Sub-Assignee. However, all Attributes that are required must have a value before the Sub-Assignment can be completed.

As the Sub-Assignees work on the Sub-Assignments, they can record any notes that explain how the Sub-Assignments were completed or the findings from an investigation. They may also reference documents that have been affected by the completion of the Sub-Assignment.

If the Action Request was due to a reported problem, the Sub-Assignee who investigates the problem or fixes the problem may record the problem causes on tTab 7 the Cause/Action panel (A025). Notes may be added for each cause explaining why it is

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considered a cause and what corrective actions have, or should, be taken. This information is valuable to the Action Request Owner in determining if more Sub-Assignments should be scheduled. It can also be used by management to determine if there are recurring problems.

Closure criteria should be based on completion of assigned activities and Sub-Assignments rather than on completion of referenced activities that are adequately tracked in other systems (document updates, ECNs, work order tasks, equipment modifications,...). This enables you to close A/Rs in a timely fashion.

Once satisfied that the intent of the assigned activities has been met, the Sub-assignee Marks the Sub-Assignment Complete (Option 3 on Assignment Detail panel (A021)).

PassPort Cross Reference: A021 Assignment Detail

3 Perform Assignments

Carry out the work defined in the Assignments and the referenced PassPort objects.

PassPort Cross Reference: None

4 Complete Assignments

Input to this process is a Completed Sub-Assignment or Sub-Assignee determination that Sub-Assignment(s) were not required upon acceptance of Assignment.

All actions taken by the Assignee are to be documented in the Completion Notes including activities performed outside of the Action Tracking module including but not limited to other PASSPORT modules. The Assignment's document and equipment references should be updated to reflect all actions performed.

The Assignee must review the Attributes (Tab 2) attached to the Assignment. Often these Attributes indicate intermediate Status dates that need to be recorded, or sign-off procedures. Optional Attributes that are not appropriate to the Assignment may be deleted by the Assignee. However, all Attributes that are required must have a value before the Assignment can be completed.

As the Assignees work on the Assignments, they can record any notes that explain how the Assignments were completed or the findings from an investigation. They may also reference documents that have been affected by the completion of the Assignment.

If the Action Request was due to a reported problem, the Assignee who investigates the problem or fixes the problem may record the problem causes on the Assignment Cause/Action panel (A025). Notes may be added for each cause explaining why it is considered a cause and what corrective actions have, or should, be taken. This information is valuable to the Action Request Owner in determining if more assignments should be scheduled. It can also be used by management to determine if there are recurring problems.

If an Assignment has been broken down into Sub-Assignments, the person responsible for the parent Assignment should review the completion information before changing the status of the assignment to Complete. If necessary, the person responsible for the Parent Assignment can change cause information to better conform to standards.

Closure criteria should be based on completion of assigned activities and Sub-Assignments rather than on completion of referenced activities that are adequately tracked in other systems (document updates, ECNs, work order tasks, equipment modifications,...). This enables you to close A/Rs in a timely fashion.

Once satisfied that the intent of the assigned activities has been met, the Assignee Completes the Assignment (Option 3 on Assignment Detail panel (A021)).

PassPort Cross Reference: A021 Assignment Detail Panel

5 Complete A/R

When all Assignments for an Action Request are complete, the Owner is informed via an AAA message or a panel message.

Closure criteria should be based on completion of assigned activities and Sub-Assignments rather than on completion of referenced activities that are adequately tracked in other systems (document updates, ECNs, work order tasks, equipment modifications,...). This enables you to close A/Rs in a timely fashion.

Once satisfied that the intent of the assigned activities has been met, the Owner Completes the A/R (Option 8 on Action Request Identification panel (A010)).

PassPort Cross Reference: A010 Action Request Identification

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AT140 Track & Report Action Requests

Policies

The PassPort reporting capabilities will be the standard reporting tool, albeit limited.

Assumptions

The DTS query reporting capability will be an additional reporting tool available for all Action Request types. This means that DTS Action Request type of DTAR will be the template for expanded RPP Action Request types reporting.

Gaps

None

Overview

Management tracking functions provide users with reports or on-line views of critical Assignment and Sub-Assignment information based upon a variety of selection criteria. In addition to the title, assignee and date information the current status of each action and the reference status is displayed. Managers can identify potential problems in advance and take appropriate actions.

Printed reports enable users to review assignments by:

Action Request – individual action requests and associated assignments/Sub-assignments
Event and Cause Reporting – problem areas within the plant and data for trend analysis
Aging Report – management tracking information providing a high level view of Action Request activity

1 Identify Tracking Parameters

If you are the owner of a large number of Action Requests, it can be difficult to keep track of the status of each one. To assist in this area, the Action Request Assignment Tracking panel (A030)

provides the ability to display all outstanding Assignments that are owed to a particular Owner.

Once displayed, you can look at the detail of the Assignments as needed. It is also possible to limit the Assignments displayed by entering a range of Due Dates. By using a Due Date range, it is possible to display only Assignments that are overdue or Assignments that are scheduled to complete in the next week. Reminder messages can be sent to the Assignees of selected Assignments.

Assignment Tracking Selection Criteria:

The Action Request Assignment Tracking panel (A030) allows users to view Assignments and Sub-Assignments based on selection criteria entered by the user. To change the current selection criteria, Select View, then the desired option. Valid selection criteria are as follows:

1. A/R Number, (Assignment Number)
2. A/R Number, (Assignment Type)
3. Action Request Type, Assignment Status, (Due Date Range)
4. Responsible ID, Assignment Status, (Due Date Range)
5. (Facility), Responsible Group, Assignment Status, (Due Date Range)
6. Facility, Unit (System, Schedule Reference, Assignment Status, Mode)
7. Facility, System
8. Owed To ID, Assignment Status, (Due Date Range)
9. (Facility), Owed To Group, Assignment Status, (Due Date Range)
10. Schedule Reference, (Assignment Status)
11. Owed To Facility, Owed To Group, Schedule Reference, (Assignment Status)
12. Owed To ID, Schedule Reference, (Assignment Status)
13. Reference Type, Reference Number
14. Priority

Note: Fields in parentheses are optional fields

- ☐ Select the appropriate view

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- ☐ Enter the information required
- ☐ Click enter

This provides a list of Assignments and Sub-Assignments based on the information and view you selected.

PassPort Cross Reference: A030 Assignment Tracking

2 Send Due Date Reminder to Assignee

You may send a AAA message to any Assignee/Sub-Assignee on the list created in step 1.

- ☐ Select one or more assignments (click the gray box on the left of the Assignment line. A check mark will appear)
- ☐ Select option 1, Send Due Date Reminder. A AAA will be sent to the Assignee.

Note: Only the owner of the associated A/R or Assignment may send a reminder.

You may send an Outlook message containing the Assignment or Sub-Assignment information to anyone with an e-mail address. To send an e-mail, from the A030 panel, open the selected Assignment or Sub-Assignment. This will open the A021 panel. Click on the "Send" icon on the toolbar. This will open an Outlook mail message with the Assignment attached. Address the mail message, add any text and information you need and send the message.

PassPort Cross Reference: A030 Assignment Tracking

3 Select Report Required

Although it is possible to view on-line all overdue Assignments or Assignments that are due in a user specified range of dates, there are times when it is easier to get a hard-copy of the information for planning or tracking purposes.

The Assignment Aging Report provides either a list of overdue Assignments or Assignments due within a date range. Depending on the criteria selected for reporting, this report can be run as a check-list for an individual Assignee of outstanding Assignments,

i.e., a "to do list", a check-list of outstanding Assignments for a department, or a list of outstanding Assignments for a particular Action Request Type. Running this report using a specific Action Request Type allows departments that are responsible for monitoring specific types of Action Requests to focus on only those requests for which they are responsible.

The Event/Cause Report provides a tool for Management to identify and correct problem areas throughout the organization by performing Trend Analysis. When Action Requests that are generated due to a perceived problem are logged, the type of problem can be categorized by an event code. After the problem is investigated, usually the first Assignment on the Action Request, the investigator can note one or more Causes for the problem and recommend or perform action. Often the recommended action is the subject of the subsequent Assignments for the Action Request.

The Event/Cause report allows management to determine if the action has been effective or whether the problem still persists. The first step in using this report is to ascertain which Event/Cause combinations recur frequently. The best way to determine this is to run the report producing totals only. For each event, this report shows the total number of Action Requests which were generated due to a particular event and the totals for each cause that were cited. It is possible to set a reporting threshold so that event/cause combinations are only listed if they occurred a specified number of times during the reported time period. Once frequently occurring problems are identified, the report can again be run, printing the detail of the Action Requests that logged these problems. Review of this data can point up areas where more effective action must be taken.

Often there is a need to produce a report of one or more Action Requests, either for an Outside Agency or internally. The Action Request Report provides the ability to list both completed and/or outstanding Action Requests that were originated during a specified period of time. Reports can be generated using the Requesting Agency as a criteria, the owner of the Action Request,

or the Action Request Type. In many cases, only a cover letter needs to be added to the report to satisfy the request for information.

PassPort Cross Reference: None

4 Enter Parameters

PassPort Cross Reference: A021: AA10, AA25, AA30

5 Print Reports

PassPort Cross Reference: None

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2B -- Reporting Analysis

Reports in the Action Tracking module of PassPort are listed in the table below. The BPI team determined all reports would be made available to the users. Further information on the use of each report is available in the PassPort Action Tracking Specifications document and available on HLAN at \\Ap010\h2k_ro\Vendor Documentation\PassPort Baseline Documentation Release 6.0.1\BASELINE\ACTRCK\at_spec.pdf. You will need Acrobat Reader to read that document (also available on HLAN)

Further reporting analysis was deferred until implementation to allow for a better understanding of data availability.

Gaps:

- Issue #163 Report Writer
Need to define what report writing application will be used how training will be handled and who has access to the system?
- Issue #100 Access to standard site forms
Need a consistent, universally used procedure/application and location to provide access to site forms.
Need a single application (probably Jetforms) that is Object, Linking, Embedding (OLE) compliant which houses all forms (at least templates).

Action Tracking Reports		
PassPort ID	Report Name	Status
AA10	Action Request	Used
AA25	Event/Cause	Used
AA30	Assignment Aging	Used

Section 3 Major Data Structures and PassPort Settings

3A - PassPORT Settings

PassPort preferences for Action Tracking will use the settings previously defined in the DTS application. During the Data Phase of developing the PassPort RPP Action Tracking application, extensive sets of data elements and the relation to PassPort screen panels will be developed. These will be proposed for the RPP application as additional settings. Two primary settings for Action Request Types and Assignment Types in the DTS and additional proposed settings in the RPP application are as follows:

Action Request Type (A/RT):

Already in DTS

- DTAR Deficiency Tracking Action Request
- GPA General Purpose Action (still need to check Portal 97)

Proposed in RPP ATS

- OPS Operational
- ENG Engineering
- ENV Environmental
- PC Project Control
- FIN Financial
- CON Contractual
- ADM Administrative
- SAF Safety
- AMT Assessment
- MD Management Directive
- IMP Improvement

- EMP Employee

Assignment Type (AST):

Already in DTS

- ACAP Corrective Action Plan Approval
- ADM Administrative
- CA Corrective Action
- CAUS Finding/Deficiency Cause
- CLS Closure Authority
- COR Compliance Officer Review
- IV Independent Verification
- LL Lessons Learned
- PCT Prime Contractor Team
- REM Remedial Action
- IMP Improvement

Proposed in RPP ATS (non alphabetical)

- ESP Employee Suggestion Program
- ECP Employee Concerns Program
- EMP Employee related matter
- PA Performance Agreement
- PAAA Price Anderson Amendment Act

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Section 3 – Major Data Structures and PassPort Setting

• QA	Quality Assurance
• QIP	Quality Improvement Program
• PROC	Procedure
• TRNG	Training
• DOC	Document
• ISS	Issue Management
• COMM	Communication
• FAC	Facility

Section 3B - Glossary

Term	Definition
AAA	Action Awareness Alert – (Triple A Message) A function of PassPort. An AAA is a notification that something has occurred in the system that requires the user's attention. It may take the form of an informational item or an approval request. When the AAA is an approval request, all activity on that item is suspended until the user dispositions the AAA. AAAs are generated automatically in certain circumstances, and may be manually generated from most Work management panels. More information on AAAs is available in the PassPort user help.
Action Request	A data entity used when an oversight report "finding" is determined to require action. The information (data input) associated with an "action request" is displayed as a PassPort data entry panel titled: Action Request Identification (A010).
Assignment (data input)	A data entity used to identify and assign required actions associated with a given action request. The information associated with an "assignment" is displayed as a PassPort data entry panel titled: Assignment Detail (A021).
Assignee	The person or group responsible for completing an Assignment or Sub-Assignment.
Backgrounded	Copying a previous Action Request to a new, open Action Request. This process is available on selected panels under the Options selection on the main menu. A backgrounded item retains applicable routing lists, but no approvals.
Child Panel	Any panel that can be reached as a button or tab from another PassPort Panel.
Equipment	A record in PassPort containing information about a physical equipment location.
Material Request	<p><u>Hanford Definition:</u> Material Request Form (MRF). Form BC-7400-310 used as the originating document for the acquisition of materials, services, return to vendor, return to inventory, and excessing for all shop and shop stock activities in Maintenance Programs and Upgrade Project.</p> <p><u>PassPort Definition:</u> All materials required to perform work are ordered through the Material Request.</p>

More Detail

A small "Peelie" icon that looks like the corner of a page turned down is found in the upper left corner of most fields on a PassPort panel. Clicking on this icon takes you to a panel providing more information about the item that is displayed in the field.

Originator

A person or group, designated by the appropriate oversight individual or group to be responsible for initiating action requests in the Action Tracking process.

Owed To

A PassPort data field title used to identify the individual accountable for managing deficiency response and corrective actions. This data field is always associated with an "Action Request".

Owner

The individual or group responsible for overseeing completion of the Action Request.

Prompt

The square button at the right of some PassPort fields. Clicking on this button opens a panel listing all the valid items for this field

UTC

Uniquely Tracked Commodity - Equipment identification based on individual component (serial number, manufacturer/model). Allows site-based tracking to an individual piece such as motor, fan, etc.

Section 3C – Recommended Uses For Specific Types of Action Requests

- 1 ***Administrative (ADM)***
There are items that are simple, single actions and need only a minimal set of data fields entered. These Action Requests may include tracking for activities relating to items like punch lists, procedure review, instructions, etc.
- 2 ***Project Control (PC)***
Those items that directly relate to a project may include tracking for activities related to project control action assignments.
- 3 ***Finance (FIN)***
Those items that are financial in nature may include tracking for activities relating to Baseline Change Request tracking, Budget Cycle, Work Authorization/ Acceptance, Operational Directives, acquisition, Multi-Year Work Plan, Annual Work Plan, Contract Management, etc.
- 4 ***Assessment (AMT)***
Those items that are of an assessment nature may include tracking for activities relating to Management Assessment Program, Facility Excellence Board, etc.
- 5 ***Operational (OPS)***
Those items that are of an operational nature may include tracking for activities relating to requalification cycles, shift instructions, recalibration, etc.
- 6 ***Engineering (ENG)***
Those items that are of an engineering nature may include tracking for activities relation to work/engineering request, ECN issues – procedure, training, and impact review, design review assignments, etc.

Appendices

Appendix A

BPI Brain Storming – Items to Consider for AT

Correspondence commitments –internal/external – Actions, which track those assignments of correspondence required/ generated tasks, were made

Project control action assignments

Periodic requirement driven actions

Tickler file replacement

Software licensing

Requisitions

Operational items

Appraisals

Recurring administrative events

Employee suggestion tracking

Safety related actions

Management assessment assignments

Internal assignment

Required reading

Training assignments

QIP

Environmental

Non-periodic requirement driven assignments

Performance agreements
Housekeeping issues
Punch list items
Facility evaluation program assignments
Readiness review activities
Performance metrics reporting
Management direction (go do...)
Work/Engineering request
USQ issues/ assignments
ECN issues – Procedure, training, impact review...
Procedure review
Problem identification tracking
BCR tracking
Budget cycle
Baseline Change Control
PAAA
ORPS
Re-qualification cycles
Operational Directives
Work authorization/acceptance
Shift instructions
Retention/expiration for documents

Recalibration
Design review assignments
Material/supplies inspection & testing
Acquisition activities
Accruals
Annual work plans
Multi year work plans
Employee concerns
QA Items
Issue Management
Contract Management
Risk Management

Appendix B

Reading IDEF0 Documentation

Rules:

- ☐ All inputs/triggers originate from the left, and enter processes from the left: all resultant objects are exit to the right and originate from the right side of the processes. This enables easy viewing and interpretation as well as matching of 'inputs' and 'outputs' during cascading.
- ☐ One input is typically a reason why the process is performed. Other inputs may be objects that contribute to, and are altered by, the process.
- ☐ Decisions arising within a process are assumed to be simultaneous and of equal priority.
- ☐ There are no "decision boxes". Decisions are perceived to be an inherent part of each process step.
- ☐ Outputs are always 'objects' or 'states of objects' - not processes.
- ☐ Input and Outputs map from level to level, assuring consistency and congruency. In this manner it is possible to map to as many levels as are required (this rarely exceeds three).
- ☐ Constraints are those factors that influence the process, but are not changed or altered by it.

RPP –Action Tracking

Appendix

This Work Flow Document contains 2 levels of work flow diagrams, Level 0 and Level 1. Level 0 flows give an overview of the process. Level 1 flows usually show the detail required to understand the workflow, create procedures, and instruct users. Level 0 and Level 1 flows should match in the number and descriptions of inputs and outputs.

Level 0

Level 1