



# Our Quality Expectations

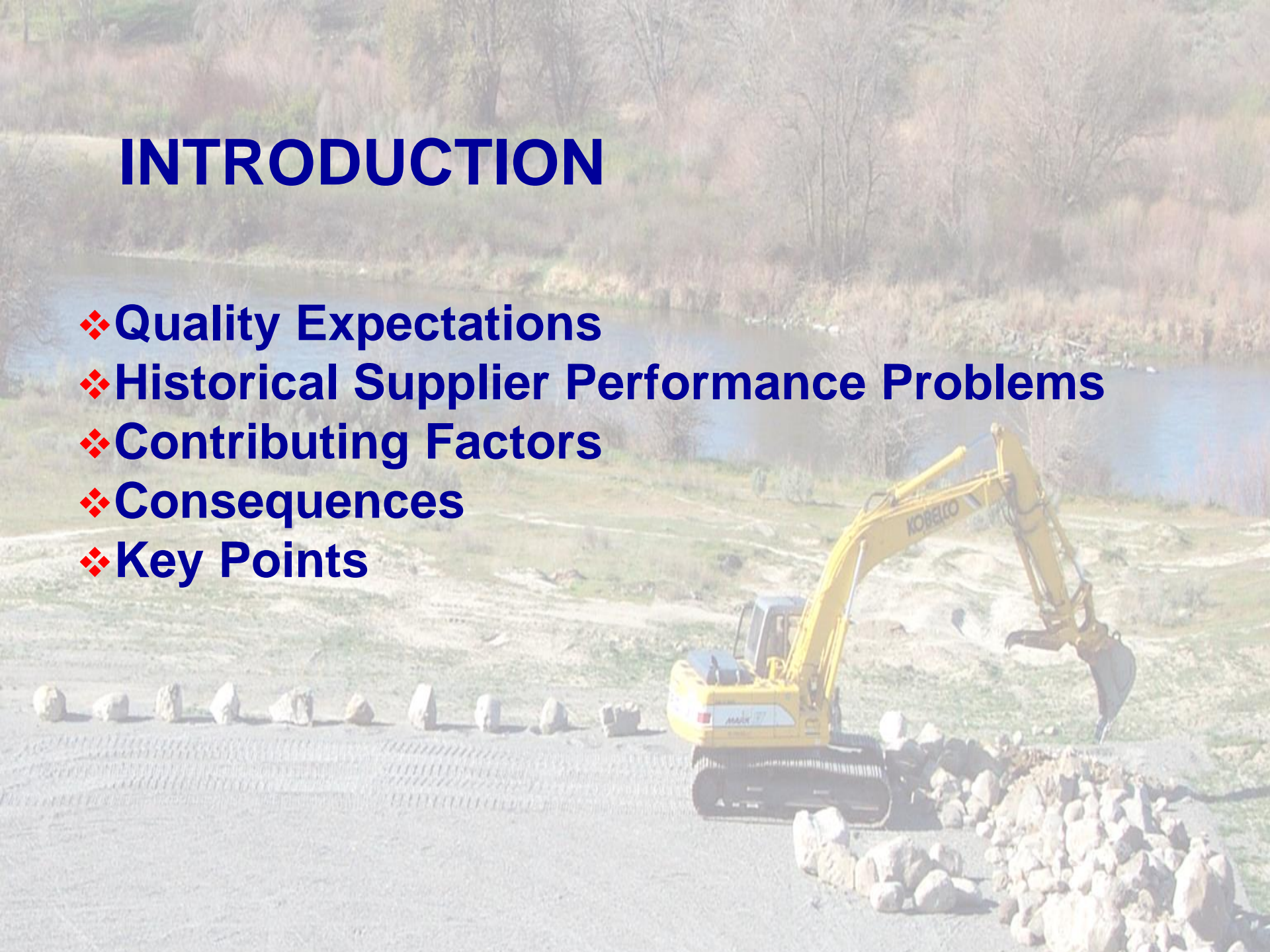


**Waste Treatment Plant Project**



# INTRODUCTION

- ❖ **Quality Expectations**
- ❖ **Historical Supplier Performance Problems**
- ❖ **Contributing Factors**
- ❖ **Consequences**
- ❖ **Key Points**



# Quality Expectations

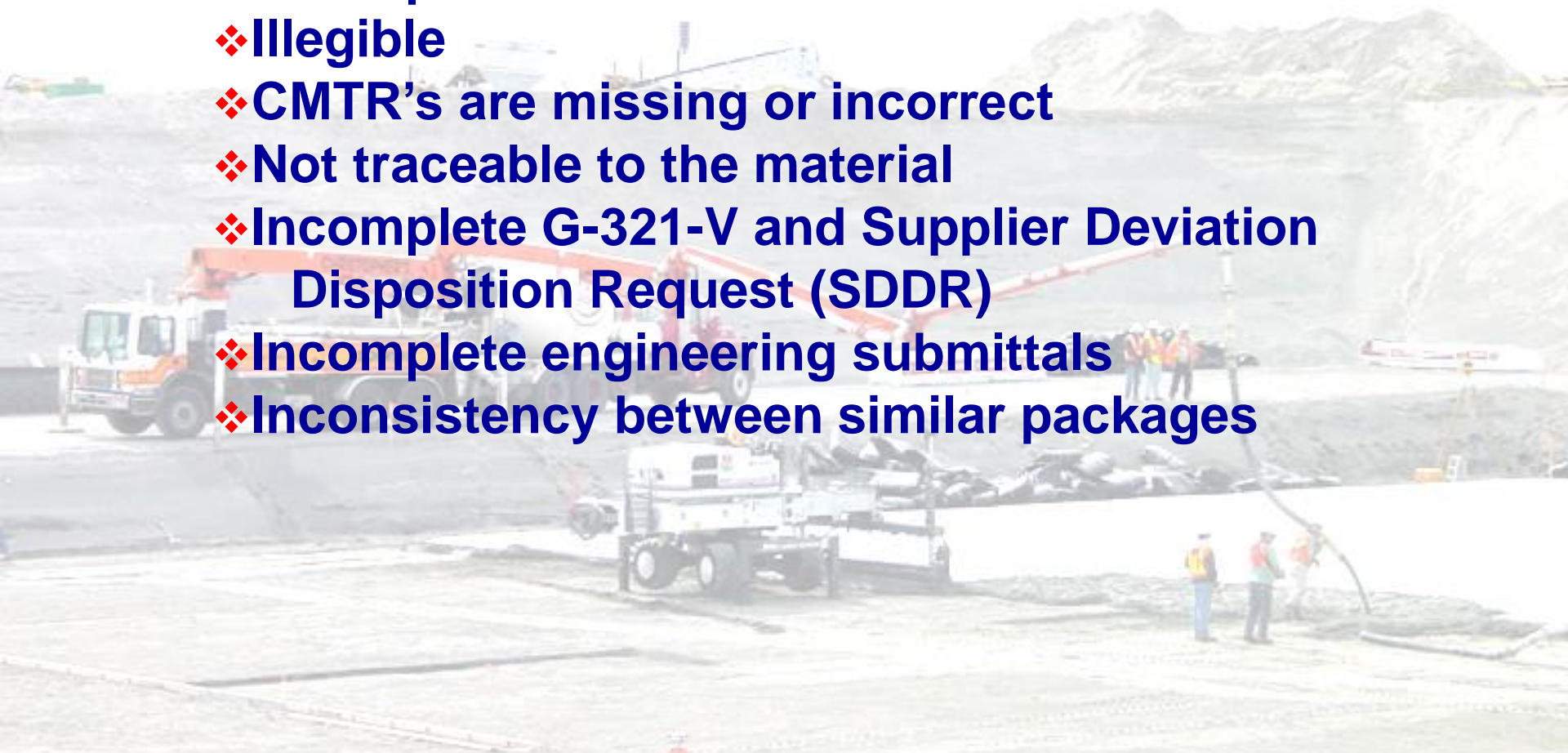
- ❖ **READ the Purchase Order and Purchase Order Revision requirements**
- ❖ **Effective Quality Management System**
- ❖ **Management Commitment to Quality**
- ❖ **Documentation in accordance with Purchase Order requirements**
- ❖ **Adhere to the lines of Communication**
- ❖ **When in doubt - ASK**



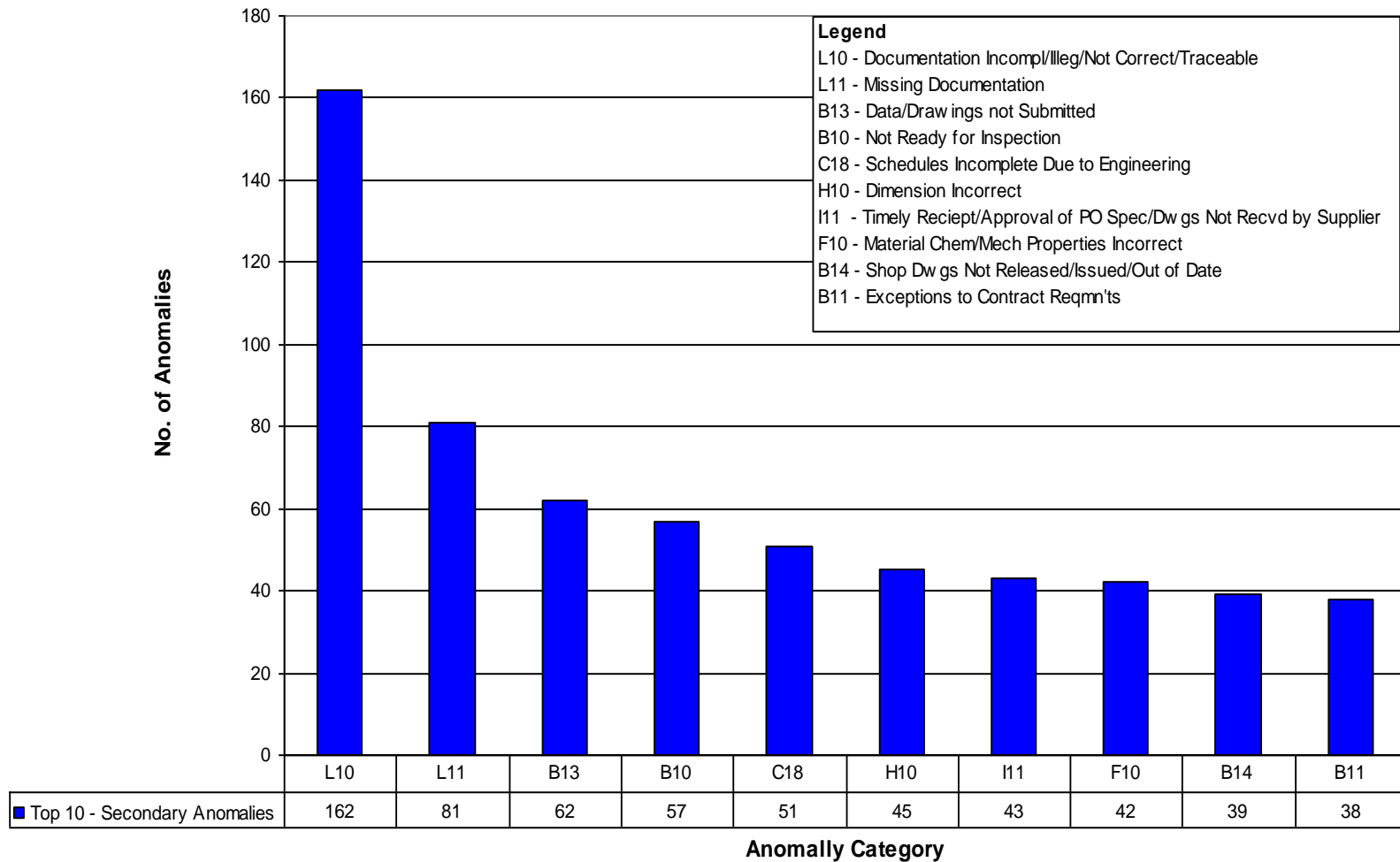
# Historical Supplier Performance Problems

## ❖ Documentation:

- ❖ Missing Pages, signatures, dates
- ❖ Incomplete
- ❖ Illegible
- ❖ CMTR's are missing or incorrect
- ❖ Not traceable to the material
- ❖ Incomplete G-321-V and Supplier Deviation Disposition Request (SDDR)
- ❖ Incomplete engineering submittals
- ❖ Inconsistency between similar packages



# Acquisition Services Supplier Quality Deviations - Top 10 Anomalies



# **G-321-V, Quality Verification Documents** **Supplier Success Factors**

- ❖ **Early Planning – Early Start**
- ❖ **Assigned Accountability – Sufficient Resources Available**
- ❖ **Early Evaluation and Understanding of QV Document Requirements**
- ❖ **Recognition of G-321-V Revisions**
- ❖ **No Modification/Alteration to G-321-V Form**
- ❖ **Clear, Well-Defined, and Documented Preparation Process**

# **G-321-V, Quality Verification Documents** **Supplier Success Factors**

- ❖ **Packaged Developed in Parallel with Production Activity**
- ❖ **Bechtel SQR Engaged Early – Address at Initial Visit**
- ❖ **Review of a Sample Documentation Package**
- ❖ **Established Document Package Index**
- ❖ **Attention to Detail – Continuous Progress Monitoring**
- ❖ **Effective Internal Document Review – In Advance**

# **Attributes of an Acceptable Documentation Package**

- ❖ Information and Data Complies with Technical Requirements**
- ❖ Professional Grade Presentation and Appearance**
- ❖ Accurate in EVERY respect – Zero Defects**
- ❖ Well Organized, Logically Sequenced**
- ❖ Adequate Content, Sufficient Detail, Clear Traceability**

# **Attributes of an Acceptable Documentation Package**

- ❖ **Correct and Clear Documentation Identification**
- ❖ **Complete – every entry, every page**
- ❖ **Legible and Reproducible**
- ❖ **Accurate Page Numbering, Marking, and Count**

# Historical Supplier Performance Problems

## ❖ Material Problems:

### ❖ Coating

- ❖ Thickness
- ❖ Environmental application control
- ❖ Over-spray
- ❖ Documentation

### ❖ Welding

- ❖ Size, length, defect, repairs
- ❖ Code compliance
- ❖ Filler metal traceability
- ❖ Non-Destructive Examination (NDE)



# Historical Supplier Performance Problems

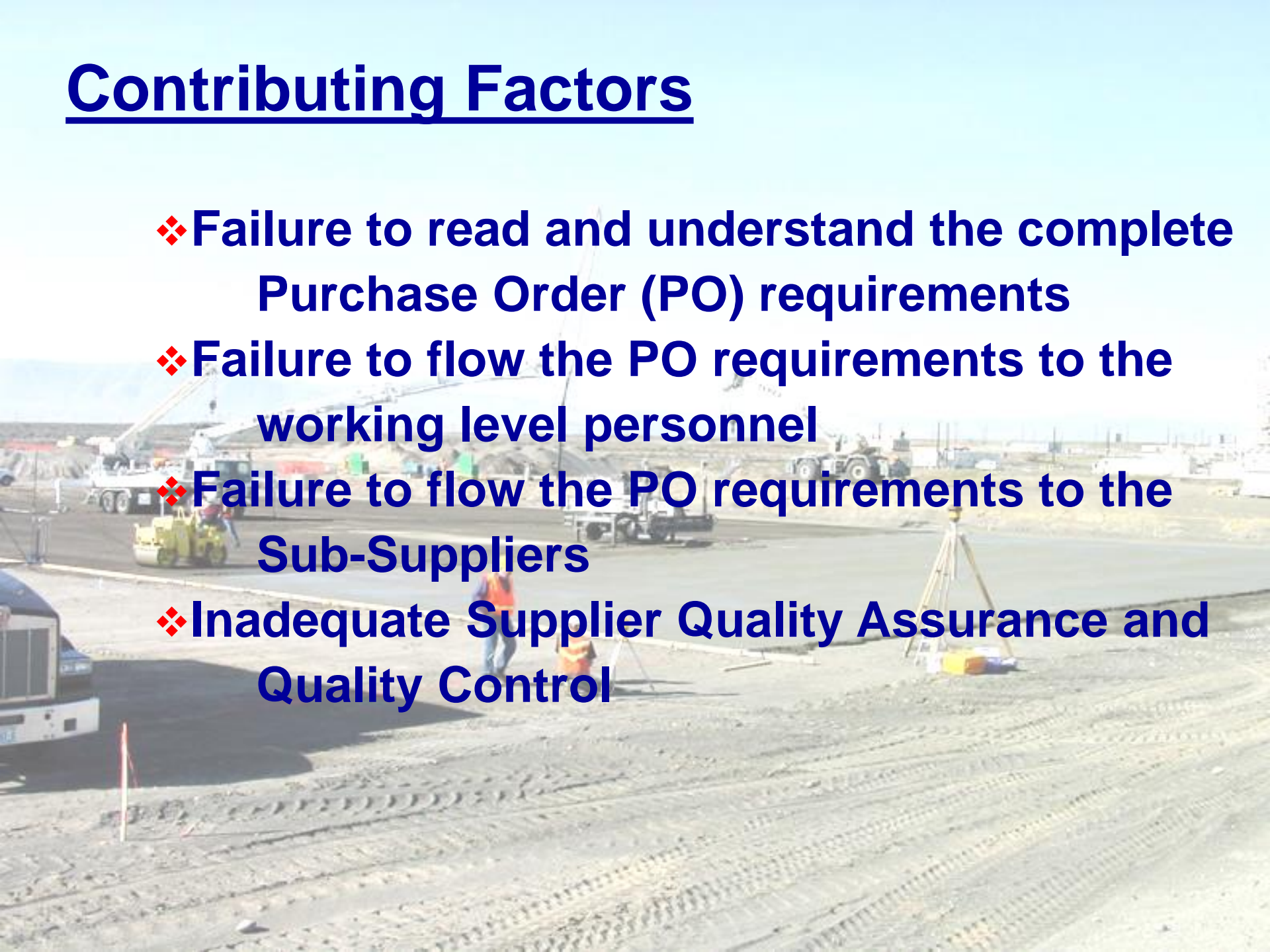
## ❖ Other

- ❖ Address/Incorporation of Engineering Comments to Supplier Documentation
- ❖ Final dimensions of equipment
- ❖ Use of non-conforming material
- ❖ Lack of Positive Material Identification (PMI) Control



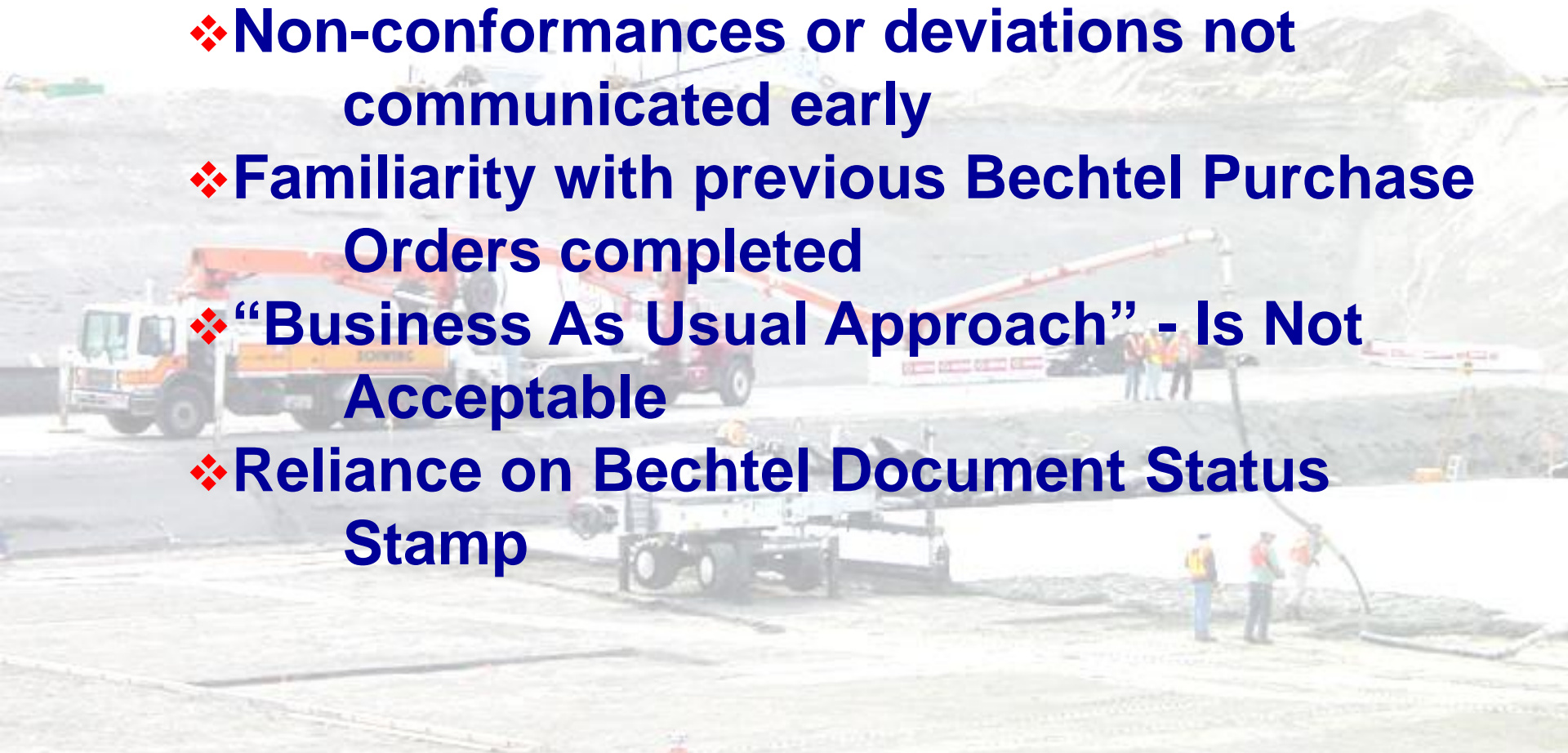
# Contributing Factors

- ❖ Failure to read and understand the complete Purchase Order (PO) requirements
- ❖ Failure to flow the PO requirements to the working level personnel
- ❖ Failure to flow the PO requirements to the Sub-Suppliers
- ❖ Inadequate Supplier Quality Assurance and Quality Control



# Contributing Factors

- ❖ Not understanding the technical requirements
- ❖ Non-conformances or deviations not communicated early
- ❖ Familiarity with previous Bechtel Purchase Orders completed
- ❖ “Business As Usual Approach” - Is Not Acceptable
- ❖ Reliance on Bechtel Document Status Stamp



# Supplier Document Status Stamp

## Sample



JOB No. 24590

Bechtel National, Inc.

## SUPPLIER DOCUMENT STATUS

- |    |                          |  |
|----|--------------------------|--|
| 1. | <input type="checkbox"/> | Work may proceed   |
| 2. | <input type="checkbox"/> | Revise and resubmit. Work may proceed subject to resolution indicated comments |
| 3. | <input type="checkbox"/> | Revise and resubmit. Work may not proceed                                      |
| 4. | <input type="checkbox"/> | Review not required. Work may proceed  |

Permission to proceed does not constitute acceptance or approve of design details, calculations, analyses, test methods, or material developed or elected by the supplier and does not relieve supplier from full compliance and contractual obligations.

REVIEWED									

G-321 Document Category \_\_\_\_\_  
[From Supplement A to G-321-E (E) or G-321-A (V), as applicable , or “N/A” if SSRS is used]

Supersedes BNI Document \_\_\_\_\_ Rev. \_\_\_\_\_  
[When applicable]

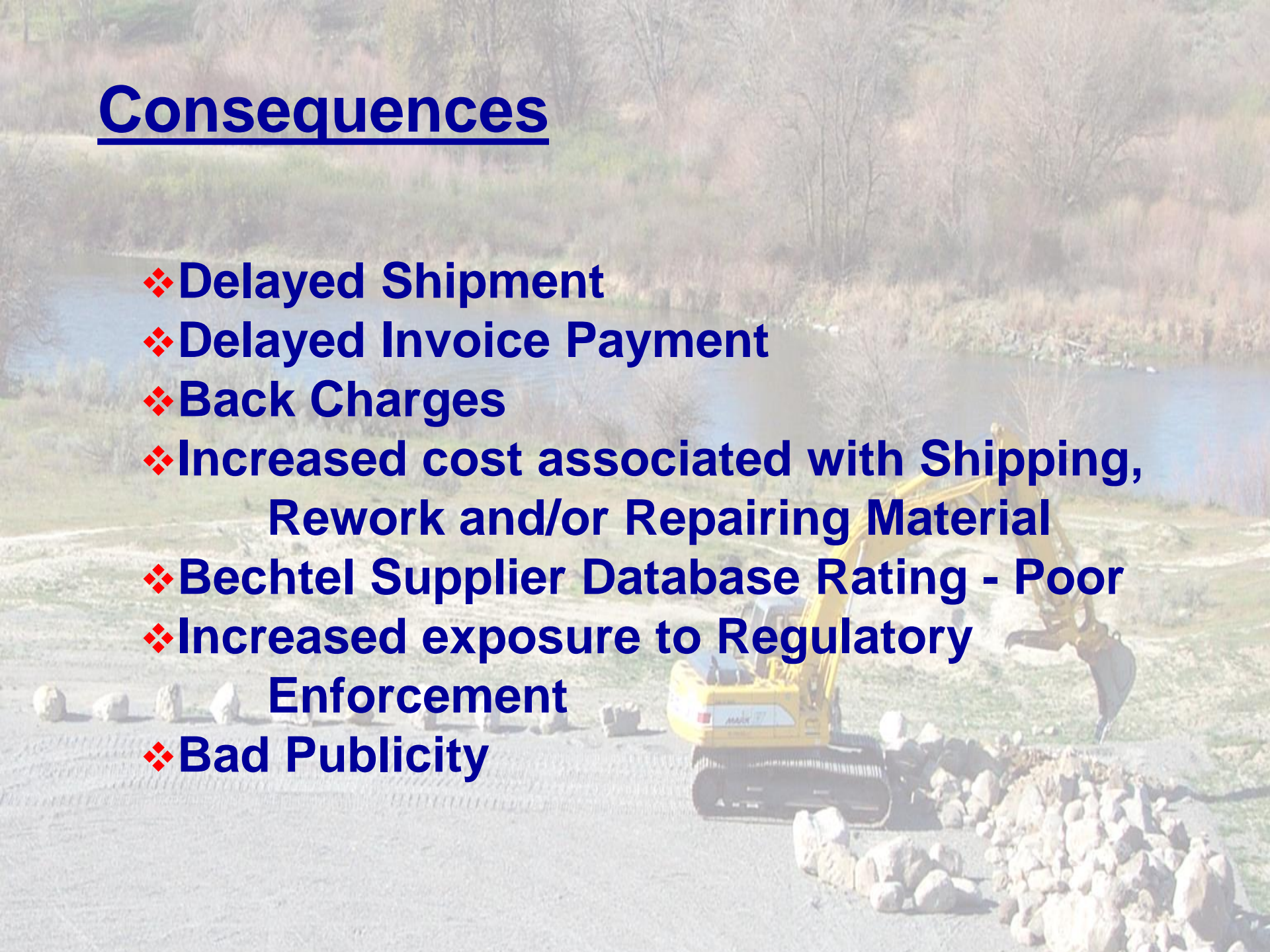
Accepted by \_\_\_\_\_  

Print Name
Signature
Date

Release by _____			
[When applicable]	Print Name	Signature	Date

# Consequences

- ❖ **Delayed Shipment**
- ❖ **Delayed Invoice Payment**
- ❖ **Back Charges**
- ❖ **Increased cost associated with Shipping, Rework and/or Repairing Material**
- ❖ **Bechtel Supplier Database Rating - Poor**
- ❖ **Increased exposure to Regulatory Enforcement**
- ❖ **Bad Publicity**



**GREEN-FREE**  
It's not necessary to  
think green  
LIFE, D1



**A GAME A DAY...**  
Fans make stop in Pasco  
SPORTS C3



**Weather**  
Mostly sunny  
FORECAST, A14



# Tri-City Herald

Voice  
of the  
Mid-Columbia

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## Nuclear inspectors looking at Richland plant

*Apr 17, 2002*

The Nuclear Regulatory Commission is investigating safety violations at a north Richland plant last week that increased the chances of an uncontrolled nuclear reaction.

No accident occurred at the plant that fabricates fuel assemblies for nuclear reactors, but safety measures were compromised.

## K Basins leak prompts questions on safety

*Nov 9, 2002*

Radioactive water seeped out of spent nuclear fuel container and contaminated a truck at Hanford, leading state and federal officials to questions ongoing safety procedures.

No one was exposed to radioactivity, but the EPA sees this as a series of continuing troubles transporting and processing K Basins fuel.

## Fluor may face \$137,500 fine

*Aug 24, 2002*

The Department of Energy proposes to fine Fluor Hanford \$137,500 for a two-year glitch in measuring radioactivity at a central Hanford project, the agency announced Friday.

This proposed penalty is for Fluor's mistakes in calibrating two radiation detectors that went unnoticed from 1999 to 2001.

**DOE News Release**  
*April 2, 2003*

## DOE Cites Hanford Contractors for Price Anderson Safety Violations

**Washington, D.C.** – The Department of Energy (DOE) has issued a Preliminary Notice of Violation and proposed civil penalty of \$137,500 to Fluor Hanford Inc., a contractor at the DOE Hanford site in Richland, Washington, for violations of nuclear safety rules and procedures during waste characterization activities at the Hanford site.

The violations did not result in actual harm to workers or the public. DOE took this action because, if not corrected, the violations could have led to improper burial of transuranic waste at Hanford.

# Key Points

- ❖ Clear communication is the key to success
- ❖ Verbatim compliance with all aspects of the Purchase Order
- ❖ Make suggestions for unclear, ambiguous, obscure, or over-kill requirements - Ask Questions
- ❖ Defect Free Documentation
- ❖ We want our Suppliers to be Successful!!!

