

Solution Assist Teams

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Old Employee Concerns

- Impact on Safety Culture
- Impact on Employee Morale
- Cycle of Mistrust
- Impact on VPP STAR status



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Solution Assist Teams

- Request of Management, BU, GM
- Totally empowered
- Participation from all levels, groups

Put the Past Behind! Define what is needed for REAL continuous improvement, and accept responsibilities for the actions to



GET R DONE!



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Forklift Puddling



LC

Forklift Puddling (2)



LC

Forklift Puddling (3)



Consequence—Solution Assist Teams Permanent

- Key Factors for Success:
 - Initiation of a Team—all levels
 - Management Support-total empowerment
 - Participation—all levels, all departments
 - Communication and Recognition of Success
 - Foundational Focus

Put the Past Behind! Define what is needed for REAL continuous improvement, and accept responsibilities for the actions to

GET R DONE!



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Results!

- Forklifts Fixed
- Long-term Effective Resolutions
- Decreased Time & Effort previously spent on recurring issues
- Improved Morale
- Provided another forum for continuous improvement in safety
- Now used daily if needed as part of Stop Work or Safety Pause
- Definitely contributed to DOE HSS VPP Recertification at STAR level

DOE HSS VPP Review Report:

“**Effectiveness** of the Solution Assist Teams”—gave two teams as examples

“**Significant improvement** in its Safety Culture” –in less than a year—those levels of culture change are hard to achieve.

One of the primary catalysts for change? ---SOLUTIONS ASSIST TEAMS!



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