

# Mission Assurance

Quality Assurance • Contractor Assurance • Corrective Action Systems • Metrics



## Value Proposition

L&A leverages 25+ years of experience throughout the DOE and NNSA complex to systematically improve mission performance for DOE and NNSA programs and projects. Our focused approach is threefold:

- 1) Find and resolve problems before they become significant and costly, and aid instilling the proper performance-based quality culture and programs in every level of the organization;
- 2) Identify critical challenges to mission success and assist in the implementation of effective performance assurance and corrective action systems, including vital project performance metrics; and
- 3) Provide expert, integrated support in the areas of safety culture, nuclear safety and integrated safety management systems.



Through achievement of these three objective, we support operations managers to improve mission effectiveness, while assuring compliance with contractual and other applicable requirements. Our approach is tailored to the site mission and culture.

## Capabilities

Through years of independent assessments, L&A has discovered vulnerabilities for its commercial and federal clients and recommended highly effective solutions. Many project challenges have been traced to root causes associated with disconnects or gaps between otherwise compliant programs.

These assessments also reveal that significant potential exists for a step increase in efficiency and effectiveness if disparate Quality Assurance, Contract Assurance and Safety programs are integrated. When brought together, cost efficiencies are realized; compliance is ensured; quality and safety are strengthened; and mission success is increased. L&A has structured its corporate skills and structure to provide value to its clients through integrated Mission Assurance services. L&A can:

- Provide independent assessment of operations using best in class experts to identify the risks and hazards that need corrective action.
- Work with mission owners to assure that proposed corrective actions are thoroughly analyzed and proper mitigation measures defined.
- Conduct periodic independent checks using best in class experts to assure that corrective actions have been taken, that such corrective actions are effective, and to identify any new hazards that evolve as the mission progresses into different phases.
- Assure that site metrics are tailored and applied effectively to each individual mission and culture on the site.
- Assure that the site/project has a robust lessons learned program and that lessons learned are effectively communicated and applied across the laboratory.

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*Experience*

*Performance*

*Integrity*

**MISSION ASSURANCE**



## **Project Experience**

L&A is a sought after and recognized provider of expert Quality Assurance, Project Management, Contractor Assurance, Safety Culture and Integrate Safety Management. We are now positioned to provide and manage a complete, integrated suite of compliant programs that synthesizes these critical functions to achieve optimized mission delivery and efficiency. Together, these expert services and programs comprise Mission Assurance.

### **Quality Assurance:**

With over 1300 man-years of nuclear experience, L&A has developed and implemented, or reviewed, quality assurance programs for clients throughout the DOE complex for multiple program offices and a diverse range of contracts and projects, including:

- NNSA Office of Secure Transportation
- Sandia
- Y-12 National Security Complex
- Los Alamos National Laboratory
- Lawrence Livermore National Laboratory
- NNSA UPO
- Paducah Deactivation Project
- Pantex
- DOE Office of River Protection
- Savannah River Nuclear Solutions
- WTP
- DOE-Savannah River Operations Office



### **Contractor Assurance**

In accordance with the new DOE Policy 226.2, L&A designed contractor assurance systems are developed in cooperation with DOE clients to achieve mission success, identifying risks and establishing metrics to identify and correct negative performance trends. They also include methods for rigorous self-assessment and incorporation of strong parent company assessment mechanisms. The Mission Assurance process serves to clarify roles and responsibilities and to improve communication. L&A's CAS experience includes work at:

- Sandia National Laboratories
- Nevada National Security Site
- Savannah River Site
- Hanford Mission Support Contract
- Los Alamos National Laboratory
- Paducah Deactivation Project



### **Issues Management/Corrective Action Systems**

The capture and communication of issues identified during operations or assessment to the appropriate management owner and an effective system to track the issues and the corrective actions undertaken in response are vital components of an effective assurance system. L&A has proven experience in developing and managing issues tracking and corrective action systems.

### **Effective Metrics and Risk Management**

One of L&A's key business lines is project delivery, and our expertise and experience in project delivery enables us to develop the most effective strategies for use of performance evaluation tools – including performance-based metrics and intuitive trending – within a fully integrated mission assurance program.



*Longenecker & Associates is a woman-owned small business, delivering mission assurance, project delivery and business strategy and implementation services throughout the DOE complex. L&A combines the specialized expertise and flexibility of a traditional consulting firm with the financial strength, capabilities, geographic reach and operational experience of a much larger company. L&A is an industry leader for complex, high hazard projects and operations.*