

# Mission Assurance

Quality Assurance • Contractor Assurance • ES&H • Metrics and Performance Measurement

L&A leverages 30 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. Instill 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 objectives, 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 experience of conducting independent assessments, L&A has identified vulnerabilities for its commercial and federal clients and recommended highly effective solutions. Many project challenges have been traced to root causes associated with disconnects 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 in a number of areas including;

- **Contractor Assurance**
  - Assessments, plan development and implementation, corrective actions, lessons learned, performance indicators
- **Issues Management and Corrective Actions**
- **Management and technical assessments**
  - ISMS, causal reviews, EVMS certification, mentoring, independent project reviews
- **Safety Management**
  - Program development, compliance reviews, license reviews, safety culture
- **Quality Assurance**
  - QA plans, procedures, execution, program reviews, lead auditor training, commercial grade dedication
- **Enterprise Risk Management**

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ASSOCIATES

MISSION ASSURANCE

Experience

Integrity

Performance



## Project Experience

L&A is a sought-after and recognized provider of expert Quality Assurance, Project Management, Contractor Assurance, Safety Culture and Integrated Safety Management. We 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 person-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
- Y-12 National Security Complex
- Lawrence Livermore National Laboratory
- Paducah Deactivation Project
- DOE Office of River Protection
- Waste Treatment Plant (WTP)
- Sandia National Laboratories
- Los Alamos National Laboratory
- NNSA UPO
- Pantex
- Savannah River Nuclear Solutions
- DOE-Savannah River Operations



## 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 ensure mission success through the identification of risks, establishment of metrics and identification and correction of negative performance trends before they become an issue. L&A's approach also includes 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
- Savannah River Site
- Los Alamos National Laboratory
- Nevada National Security Site
- Los Alamos Legacy Cleanup
- Paducah Deactivation Project



## Issues Management/Corrective Action Systems

L&A has proven experience in developing and managing issues-tracking and 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.

## Effective Metrics and Risk Management

L&A's 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, business strategy and implementation services and high-hazard operations support 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*