



From the desk of Mark Lindholm, WRPS President and Project Manager:

Lean Event on Vapors Communications Held Last Week

A Lean Management Rapid Improvement Event was held last week to propose more effective means of exchanging information between chemical-vapor subject-matter experts and the WRPS workforce.

The event was focused on finding ways to increase face-to-face communication with subject-matter experts, strengthen the use of the Chemical Vapors Solutions Team (CVST) as an effective communication tool, and improve the workforce's access to web-based vapors resources.

We have lots of industrial hygiene information that is available through All-Employee Messages, *Solutions* articles, the Hanford Vapors website, the CVST, and the Chemical Protection Program Office (CPPO) Notebook. However, it's sometimes hard for our employees to find needed information, interpret technical data and, most important, engage in two-way communications.

The Lean event identified a number of potential improvements, including making our website easier to navigate, utilizing social media, increasing CVST participation, modifying training curriculum, and changing pre-job checklists. Other suggestions included additional training for managers and supervisors, and additional subject-matter experts to communicate vapors information to the workforce.

My thanks to Keith Lawing, Darrell Scott, Eric Maltos, Bo Bushman, Vince Eilertsen, Theresa Poston, Mike Jungers, Denise Mellene, Courtney Perez, Dave McCary and Sheryl Shea for serving on the Rapid Improvement team. Action items are being developed to implement suggestions.

Opportunities for Employee Engagement

- The next CVST Communication Sub-Team meeting is June 12, from 3 to 4 p.m. at 2704-HV, Room B-226.
- An all-employee survey will be conducted in July by the Oak Ridge Associated Universities (ORAU). Employees will receive a link to the survey directly from ORAU and representatives will be on site to administer hard-copy surveys. Several focus groups will also be convened to provide input on WRPS' safety culture, with the results used in the wording of the survey and in interpreting the results.

Mark