

Mission Support Alliance

Streamline

Summer 2012



HANFORD SITE ROAD IMPROVEMENTS

Early Planning, Coordination Drives Success of Road Improvements in Hanford's 200 East Area

Analytical Services

Waste Sampling & Characterization Facility Providing Vital Services to Hanford Contractors

Fire Ops 101

DOE-RL Manager Suits Up with Hanford Firefighters in Annual Fire Ops 101



Message from the President

In June, I worked with our communications folks on a webcast that we sent out to all MSA and partner employees. We've gotten some great comments back from several employees and I really appreciate it.

One comment that stood out for me was from Amy Phillips who works in MSA's General Accounting Department. She commented that she appreciated learning about aspects of the company she normally doesn't hear about working in a downtown office. She pointed out how nice it was to see the new HAMMER facility construction, the completed sewage lagoon and to hear about cost savings from the warehouse consolidation.

This is exactly why we are doing these webcasts—to let all of you know about the great things being accomplished by your co-workers. I look forward to continuing webcasts and opening up the forum to a greater extent.

I mentioned our decision to move away from large forum All Employee and All Managers meetings downtown. Instead, we have begun holding smaller group meetings across the site in an effort to improve our communications with you and to enhance employee engagement.

In that message, I also mentioned that our vice presidents have started participating in cross-functional meetings so they can share information and integration opportunities.

Safety was an important part of my message and I want to say thank you to all who participated in the recent DOE Safety Survey. Employees throughout our company have voiced their commitment to safety and it shows as our safety numbers continually improve. Your individual diligence has made a huge difference to keeping safety in the forefront, especially for your co-workers.

As we move into the fall and the end of the fiscal year, we will have more successes to talk about. I know that by all of us working as a team and being innovative, we will be successful and provide DOE and site contractors with outstanding service.


J. Frank Armijo

mission forward



Mission Support Alliance supports the Department of Energy's Hanford cleanup activities by providing key sitewide services and critical infrastructure support to the site's contractors. Partnering with DOE, Hanford contractors and the community, MSA is committed to achieving the vision of a prosperous future for the Hanford Site and to continue building a community that is economically strong, culturally rich and environmentally conscious.

Mission Support Alliance: Partnering to move the mission forward

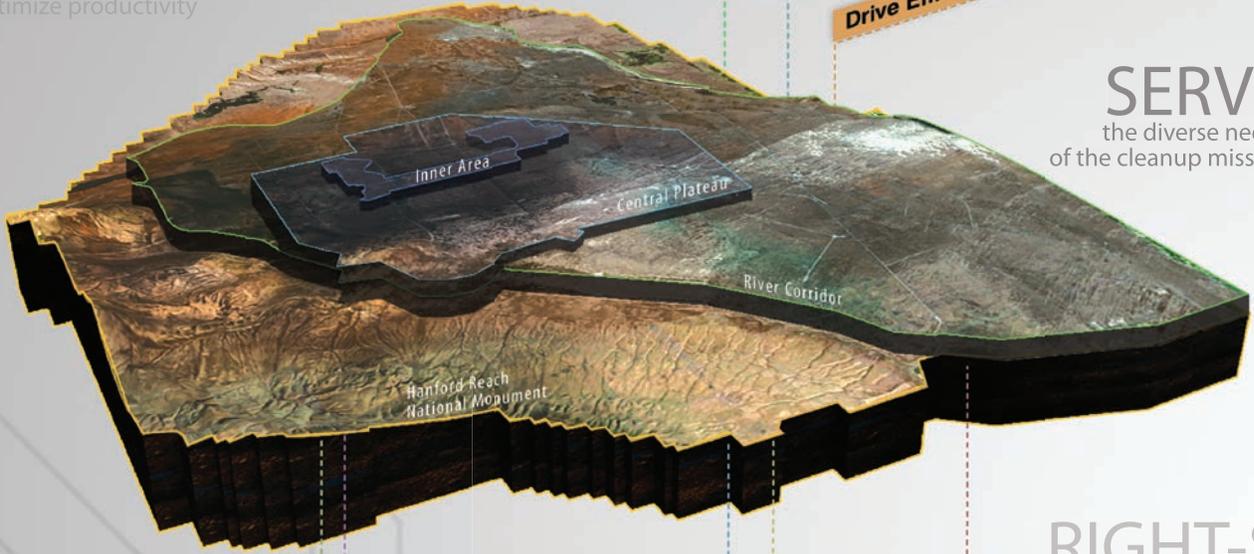
<http://msa.hanford.gov/msa>





PROTECT
the assets and employees of the site

INTEGRATE
the Hanford Site services and infrastructure to optimize productivity



- Support WTP and Waste Complex Operations
- Excel in the Safe Performance of Work
- Drive Efficiencies and Cost Savings

SERVE
the diverse needs of the cleanup mission

- Lead Site-Wide Integration
- Right-Size the Infrastructure

TRANSFORM
site services and infrastructure for energy efficient operations

- Prepare for the Future
- Be a National Leader in Clean Energy
- Implement Commercial Service Delivery Model

RIGHT-SIZE
the site infrastructure

STANDARDIZE
the standards of service excellence

MODERNIZE
the infrastructure to ensure reliable service to all projects



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Mission Support Alliance Streamline

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Cover Photo:

DOE-RL Manager, Matt McCormick, climbs up 120 feet during the ladder climb event at Fire Ops 101 held at MSA's HAMMER Training Facility. See full story on page 20.



A Closer Look

Streamline is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events including volunteer activities, individual achievements and program accomplishments.

Please e-mail your ideas, suggestions and specific news items for consideration to:

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Employees & Customers



Pictured L-R: Nicole Zawadzki, program administrator; Mary Brown emergency services training and programs manager; and Jon Juette, program manager.



Juette makes calls notifying available responders to provide them with travel and response location details.

HAMMER Deploys Responders for FEMA

HAMMER staff helped notify and deploy responders needed for Federal Emergency Management Agency (FEMA) centers in Washington, D.C. and surrounding states due to severe storms that knocked out power to approximately 3.8 million people across 11 states on June 29.

“The storm damage precipitated activation of federal and state Emergency Response Organizations across several states and FEMA regions,” said Mary Brown who manages emergency services training and programs at HAMMER.

HAMMER has been supporting DOE since 2003 with the recruitment, training and deployment of responders during events. HAMMER’s primary role is contacting volunteers, identifying staff who can respond, providing travel orders and managing the scheduling of responders in the field for DOE-HQ.

HAMMER and MSA also have staff who are trained as responders and, when requested, deploy to response locations.

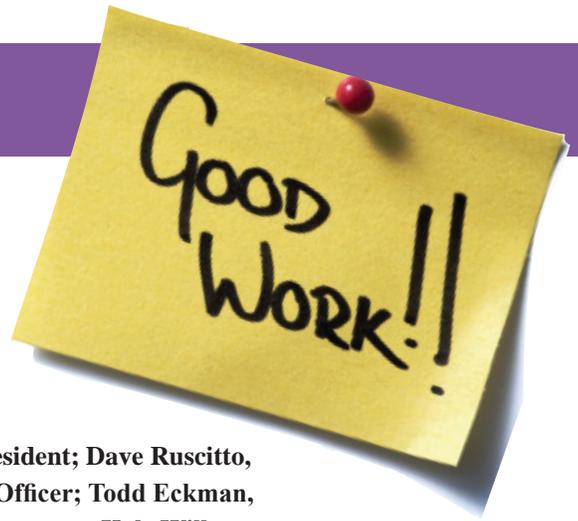
DOE is responsible under the National Response Framework (NRF) for status of the Energy Infrastructure and its restoration. This responsibility

is outlined in the NRF as Emergency Support Function (ESF) 12 for Energy. DOE’s Office of Electricity Delivery and Energy Reliability (OE) has the lead for DOE for energy responses.

When requested by FEMA, DOE deploys representatives—such as ESF12—to activated locations. DOE responders come from the OE office headquarters and from a cadre of approximately 75 volunteers recruited from across the DOE complex.

During the Mid-Atlantic heat wave and subsequent power outages, HAMMER’s program manager Jon Juette and program administrator, Nicole Zawadzki were notified by DOE to deploy nine responders. Juette and Zawadzki remained engaged with DOE-HQ throughout the weekend to meet staffing needs and to facilitate the flow of information, which was complicated by a major power outage in Washington, D.C. that hindered communications.

HAMMER plays a vital role in emergency response for DOE and stands ready to respond to support DOE-HQ when events or natural disasters occur.



Kudos for MSA Employees...

TO: Jon Perry, Energy & Environmental Services

“I want to compliment you and the LMSI team for the database for RCRA Permit Review. I was quite skeptical of it being a useful tool both when it was announced and during the demonstration. My actual use of the database has turned me into an advocate. The drop down menus for searches are easy to understand and the inclusion of the *Show Permit* button took care of the readability problems introduced by parsing the files received from Ecology. Again, congratulations on developing a tool that is actually useful rather than a tool one endures.”

—John Guberski, WRPS Base Operations
Environmental Compliance

TO: Josh Lampson, MSA Biological Controls

“I am an Industrial Safety Representative for Base Operations here at tank farms. I just wanted to share with you my short experience and perspective regarding Josh Lampson today. I really appreciated the fact that Josh performed his job in a safe and efficient manner regarding the pest problem we had experienced in A Farm. It has been a sensitive subject for some of the members of our team. His quick response and professionalism in helping us fix this problem should not go unnoticed. Thank you.”

—Donald P. Mackay, WRPS Base Operations
Safety and Health

TO: Frank Armijo, President; Dave Ruscitto, Chief Operations Officer; Todd Eckman, Information Management; Kyle Willers, LMSI; and IM Conference Team

“This year’s DOE Information Management (IM) Conference was even better than the last. Many sites took up the challenge to forge new partnerships or renew existing ones and those results were evident at the 2012 IM Conference.

The Hanford Site was very well represented—and I don’t mean in numbers attending—I mean in the quality of both our content and our people. The innovative solutions and professionalism delivered by the partnerships we enjoy locally (*as well as within the EM complex*) were very evident in Dallas. I’m grateful to be a part of this team and proud of what everyone has accomplished. Call me biased, but the presentations by EM (*and Hanford in particular*) were the best I saw as was evidenced by the feedback I’ve received over the last several days. There is no doubt that all of DOE recognizes the ability of Hanford’s Information Management to drive mission success.

Upon our return, DOE, alongside our contractors and partners, will dive even more deeply into laying an expanded foundation that will allow for the realization of a well-integrated collaboration across the agency. Nice work. I’m looking forward to working on what we can accomplish next!”

—Benjamin Ellison, Chief Information Officer,
DOE-RL/ORP



Employees & Customers



MSA Business Operations
Finance Group

MSA Receives Approval of Accounting and Earned Value Management Systems

In March, MSA received approval of its accounting system with DOE-RL showing that MSA practices are acceptable for government contracting. The approval demonstrates MSA's compliance with applicable Federal Acquisition Regulation, DOE Acquisition Regulation, and Mission Support Contract (MSC) terms and conditions. Further, it illustrates MSA's accounting system meets requirements for accumulating and reporting of costs in the performance of government contracts.

In receiving this approval, a team of reviewers from Lockheed Martin's corporate offices evaluated MSA's Earned Value Management System (EVMS) in February in preparation for an EVMS Self-Certification that took place in April.

The team recommended MSA work with DOE-RL to improve contract updates and keep the contract budget in line with the expected effort in the Integrated Priority List, or IPL plan. Following the evaluation in April, another independent firm conducted an EVMS compliance review in support of MSA's self-certification that proved successful. This independent review positively noted that MSA employees understood the EVMS concepts very well, that senior management demonstrated a strong commitment

to sound program management and the use of earned value management practices, and that both project and associated program controls were well written and cross-referenced.

MSA leadership honored and thanked project and control employees for their assistance to the continuous improvements to our management systems and services to our clients. They further recognized the employees for their diligence during the reviews and for their work in helping MSA achieve such a significant accomplishment.



MSA Business Operations Program Controls Group

Leadership Tri-Cities

Leadership Tri-Cities (LTC) recently selected MSA employee Craig Maloney to attend its next class beginning in August. Maloney, a risk manager for MSA's Business Operations, will be joining the organization's Class XVIII.

"I've always wanted to give back to the community and, with the support of my wife and MSA, I will be able to do that," said Maloney."

In 1994, MSA's president, Frank Armijo, along with other community leaders, founded LTC as an education and leadership program allowing participants to learn about issues facing the Tri-Cities region. Class participants become involved in various aspects of the Tri-Cities and

surrounding communities including areas such as agriculture, economic development, health services, education, local and state government, media and the arts, law enforcement, justice system, Hanford Site, and leadership opportunities. Participants also develop a class project to benefit the community.

Since contract operations began, MSA has sponsored the participation of Lori Fritz, vice president of Energy & Environmental Services, and Saul Martinez of Environmental Site Services for LTC.



Craig Maloney

Operational Excellence

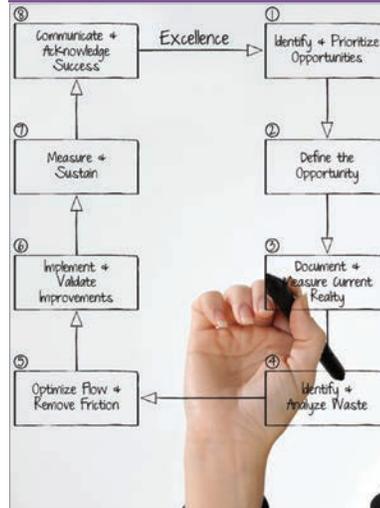
Working with Lockheed Martin, MSA is leading process improvement efforts on the Hanford Site by integrating 'lean' thinking and Six Sigma methodologies. Through these efforts, MSA encourages contractors to embrace the discipline, tools and principles used with these methodologies to drive continuous improvements across Hanford. The processes inspire employees from all levels to think about what their organization or group can do differently to save time, reduce costs and improve results.

MSA offers an operating model that allows for self-sustaining process improvement, continuing cost savings and a tight integration with other site contractors that not only benefits MSA, but also improves service delivery to its customers. This helps with moving the Hanford mission forward integrating sitewide activities, maintaining critical infrastructure services and reducing overall operating costs for Hanford.

Within the first two years of operation, MSA has performed 40 structured improvement activities and identified over \$57 million in cost savings across the Hanford Site.

It's about people delivering results...

- 95% Crane & Rigging Availability
- 68% Reduction in Waste Management Process Cycle Time
- 66% Reduction in Waste Sampling Process Cycle Time
- 55% Reduction in Fleet Service Cycle Time
- 53% Increase in Warehouse Operations



Clients can request an MSA team of professional, skilled facilitators to support process improvement needs through the MSA Online Service Catalog.

Pictured: Tracy Desmond, Lockheed Martin Operational Excellence Facilitator



Partnering to Move the Mission Forward

Sheet metal worker Thomas Vanderburg (left), and welder Dave Deen of MSA's Site Infrastructure & Logistics organization perform fabrication on a WSCF exhaust duct.

Maintenance on WSCF Exhaust Duct



Senator Cantwell Supports B Reactor

U.S. Senator Maria Cantwell (D-Wash.), second from the right, talked to Tri-Cities leaders on July 7 about the benefits to the community and tourism with the designation of the B Reactor at Hanford as a National Historic Park. A bill, introduced by U.S. Rep. Doc Hastings of Pasco, is set for consideration in the House Natural Resources Committee—of which Hastings is the chairman—in Washington, D.C.

Photo: PAUL T. ERICKSON - Tri-City Herald

622R Weather Station Instrument Arm Moved

MSA Maintenance Services instrument technicians, along with support from EU personnel, moved the lower instrument arm from the 20 foot level to its original location at the 30 foot level on the 622R Weather Station 400 foot tower.

Crews also cleaned up abandoned wiring at the base of the tower and the first two levels.



Large Motors Removed from 2101M Warehouse

MSA's Property and Warehouse Management group led efforts to remove three large motors exceeded by WRPS and CHPRC from the 2101M warehouse.

This activity was in support of the multi-contractor warehouse consolidation initiative, and cleared substantial warehouse storage space.



EMI SIG Conference

Emergency Management Issues Special Interest Group (EMI SIG) participants run a simulated emergency response scenario during the conference held in May in Seattle.

DOE and MSA hosted this year's event and Dave Ruscitto, MSA's Chief Operations Officer, provided the conference's welcome speech.

200 West Sewer Lagoon Ready for Operation

The 200 West Area Sewer Lagoon construction was completed in July. By year's end, WCH will begin work to demolish the old 100N lagoon.





Site Infrastructure & Logistics



New construction will allow for new customs border control training at MSA's HAMMER Training Facility.

Land Management MSA Looking at Ways for Improving Process

You are in the midst of planning that yard project that you have put off since you moved into your new home five years ago. You want to start by building a fence, but who do you call to find out how you install a fence that meets city code?

Most homeowners begin by contacting someone in their city's planning department to get the details and determine the process for putting up a fence.

Scoping a project at Hanford often begins the same way—by someone asking, “Where do I start?” At Hanford, MSA's Land & Facilities Management (L&FM) group serves as the city planner, and as such, is in the process of developing a program that will integrate many of MSA's organizations into a more collaborative land use planning process.

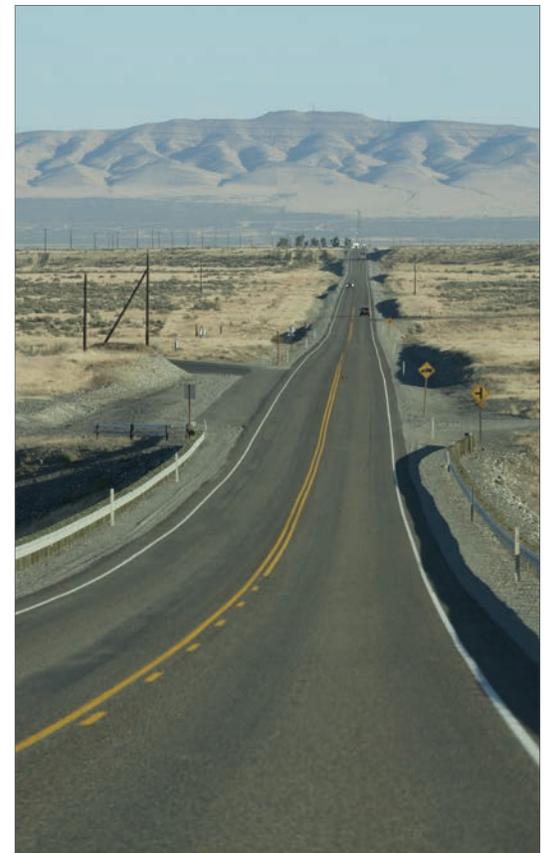
Local municipalities offer pre-application meetings to determine the land use and management needs of developers and residents. Attended by a representative from each city department, this meeting serves as a way of determining the feasi-

bility needs of a project long before the applicant incurs many of the project costs.

In the future, L&FM will offer this type of service to site contractors and others who may be considering development projects located on the Hanford Site—an effort that will improve communication between MSA and site contractors about upcoming projects providing early guidance on projects for increasing project success.

As a part of an expanded site evaluation procedure, MSA will bring together subject matter experts and affected contractors to assist with project reviews during pre-application meetings in order to help identify potential issues early in the process.

L&FM expects to begin this new free service sometime in mid-September.



MSA Electrical Utility Workers Help Restore Power to WTP

An after hours switchgear failure at the Waste Treatment Plant (WTP) on Saturday, June 23 put MSA's EU employees into high gear to ensure that WTP, the nation's largest DOE construction project, would have its construction power back up and running as quickly as possible.

During a non-work shift, an EU supervisor received a call at home that was automatically relayed from the EU Dispatch Center reporting a breaker trip at the 251W substation.

Ten minutes after EU employees mobilized to investigate the initial breaker trip, they received another call reporting a construction line power outage at WTP and the 242 Evaporator.

Reports stated there were two blown fuses on the overhead 13.8 kV disconnect switches at WTP. Following loss of power, the 242 Evaporator used backup generator power until EU could restore power.

The EU response team, comprised of linemen, relay technicians, substation operator, dispatcher and supervisors, quickly organized to troubleshoot the outage and restore power.

Once on site, line crew members performed a 13.8 kV line patrol on the tripped line with negative results. The substation operator swapped out the breaker at 251W since the breaker had twice tripped and locked out. EU employees then made contact with WTP personnel to open their 13.8 kV disconnect switches.

Once line patrol completed their evaluation, they reported to WTP and were given verbal orders to open the disconnect switch, replace the fuses, and close the disconnect switch. However, when EU dispatch reclosed the breaker at 251W, it immediately reopened. At that time, EU line crew members witnessed all three fuses blow,



EU employees Vinny Bonotto and Nathan Case work diligently performing repairs to help WTP get power back up and running during an unexpected WTP outage in late June.

heard some arcing noises and saw smoke coming out of the WTP 13.8 kV switchgear.

This troubleshooting process indicated that the outage was a failure within the power switchgear. EU removed the fuses from the disconnect switch at the WTP disconnect and placed a 'Danger Do Not Operate' tag on the pole. WTP workers then placed an over tag, which provided a safe working area for switchgear diagnostics and repairs.

On Monday, June 25, WTP asked EU to support testing WTP's system repairs. Following the repairs, EU tested WTP's 13.8 kV cables.

After completion of the testing with satisfactory results and concurrence from WTP, EU helped restore normal power to WTP early Monday evening.



Portfolio Management



New Change Control Process

PFM Creates Hanford Contract Alignment Board to Gain Project Efficiencies for Leaner Budgets

This spring, DOE-RL's deputy manager, Doug Shoop, directed MSA's Portfolio Management (PFM) group to design and implement a new change control process to better communications and alignment between DOE contract managers and its project managers so as to gain maximum project efficiency for adapting to leaner budgets.

In response to RL's request, PFM developed the innovative Hanford Contract Alignment Board (HCAB), an HCAB Charter and an Integration Support Team (IST) Charter. DOE senior management subsequently approved the Charter and authorized PFM to proceed with developing the required procedures for implementing HCAB.

The HCAB board is championed by Shoop and chaired by Greg Jones, DOE-RL assistant manager for Business. Other DOE-RL voting members include J.D. Dowell, assistant manager for River and Plateau; Karen Flynn, assistant

manager for Mission Support; Ray Corey, assistant manager for Safety and Environment; and chief counsel, Bob Carosino.

IST team members include contract managers Jeff Bird, Shannon Ortiz and Joe Voice, who are joined by various other contributing subject matter experts.

PFM plans to integrate the change control process between DOE-RL and DOE Office of River Protection (ORP).

It's DOE's intent in early fiscal year 2013 to have ORP's assistant managers and related contract managers and subject matter experts join the HCAB and HCAB IST process.

Benefits of this new change control process include:

- Improving sitewide alignment of prime contracts, allocation of funds, and overall project management;
- Improving communications between assistant managers relative to contract changes and how those changes impact each of their organizations; and
- Avoiding issues resulting from contract changes and potential impacts to other contracts.

HCAB is proving to be an effective and positive tool during its few short months in operation because all contract changes are now being sent to all assistant managers. Each assistant manager is being requested to review and sign off electronically on the HCAB Decision Summaries—a new paperless process—on each of the contract/funding or baseline changes, even if their organization has no direct involvement in that change. This is key because it “shines a light on all of the various changes happening between DOE and their contractors,” said Steve Young, PFM vice president.

Twelve decision criteria determine how changes are to be processed and all are made within DOE and include deferred, deleted or added work

scope; changes to funding allocations; changes to major Tri-Party Agreement milestones; and any issue that cannot be resolved through the Contractor Interface Board that also is administered by PFM.

“We believe by providing a clear operating procedure within DOE and through training of DOE

personnel, we can implement contract changes more efficiently and ensure a clearer understanding between programs within RL and ORP,” said HCAB chair Greg Jones.

PFM will continue playing a key role in the success of HCAB with four members of PFM providing continued maintenance, management and administration of the program.

PFM Supporting DOE Budget Request Process

PFM’s job is supporting RL’s formulation process for its annual budget request for the Hanford Site. In May, RL submitted its fiscal year 2014-2018 Budget Request to DOE’s Office of Environmental Management (EM).

In accordance with guidance from DOE-HQ and the Hanford Federal Facility Agreement and Consent Order (Tri-Party Agreement), RL requests funding in order to meet Hanford Site cleanup commitments. RL’s fiscal year 2014 budget request represents planned efforts for continuing important cleanup progress and reducing the cleanup footprint at Hanford.

The budget request represents work scope ranking elements called Activity Building Blocks (ABBs). RL reviews the ABB listing with regulators, tribes, the Hanford Advisory Board (HAB) and the public in March. After EM reviews the budget request in late March, it is formally submitted in May.

During the budget process, PFM provides RL support using tools such as the Integrated Technical Datamart (ITD), an integrated budget planning database, and the Budget Analysis Schedule System (BASS) that displays budget information.



RL used these tools for the first time when formulating the fiscal year 2014 Budget Request, which included areas from risk analysis and independent review of budget information to budget briefing preparation and supporting responses to EM budget questions.

RL used a collaborative planning and review approach for the fiscal year 2014 Budget Request involving both federal and contractor staff. Many of these collaborative meetings were held in the Portfolio Analysis Center of Excellence (PACE) so RL could review budget information and results of planning revisions in real time. The fiscal year 2014 Budget Request approach represents a significant effort to help secure the necessary cleanup funding for Hanford.

The budget formulation process culminates in the transmittal of the President’s Budget to Congress, ultimately resulting in funding appropriation to the Hanford Site.



Energy & Environmental Services



Analytical chemist, Anner Brown, performs a sampling operation at WSCF.

Waste Sampling and Characterization Facility (WSCF)

Lab Provides Vital Analytical Services to Hanford Contractors

MSA operates an on-site analytical laboratory, the Waste Sampling and Characterization Facility, or better known to site workers as WSCF, that is the only operating radiological facility on the Hanford Site. Lab employees provide analytical support to Hanford contractors in the areas of low level radiological, chemical and industrial hygiene sample analyses. It's unique to Hanford and is highly specialized and equipped with advanced analytical tools and operated by a staff with years of technical expertise.

Lab analyses performed at WSCF support environmental cleanup through the Soil and Groundwater Remediation Project, decommissioning and demolition activities such as the Plutonium Finishing Plant and K Basins, tank waste retrieval and other site waste remediation. WSCF also performs industrial hygiene analyses for ensuring the protection of workers during cleanup and routine activities.

WSCF provides site contractors with a full range of services for supporting cleanup, utilizing its staff's extensive experience and talent to perform a variety of sampling tests to determine the presence of various radiological, inorganic and organic contaminants for site contractors. WSCF is able to obtain results that are critical not only to the client's cleanup strategies, but that also help ensure employees are kept safe on the job, and that regulatory compliance and cleanup milestones are met.

In fiscal years 2010 and 2011, WSCF performed 50 percent more sample analyses than ever before due to increased demands from Recovery Act funded cleanup projects. WSCF employees rose to the occasion exceeding the established 80 percent on-time delivery goal. Additionally, WSCF demonstrated required quality proficiencies as evidenced by the receipt of a Certificate of Scope of Accreditation from the State of Washington's Department of Ecology. The lab also received accreditation from the American Industrial Hygiene Association for the beryllium fluorescence analytical method that significantly accelerated the analysis of samples for beryllium. This new analytical capability proved critical in providing timely data in support of Hanford's deactivation and decommissioning activities and other field remediation projects.

"It is important for people to remember that this success was not solely due to WSCF's Analytical and Client Services departments analyzing samples and assembling reports to be delivered to the client," said Sue Kon, director for WSCF. "Operations, maintenance and radiological control departments also contributed by keeping the facility open to receive samples through routine maintenance and timely corrective actions. The success of WSCF is supported by a large cross section of workers who are all vital for ensuring WSCF is ready to serve our client's need," Kon said.

Today, WSCF is processing samples for Hanford contractors at or near 100 percent, and the workload shows no sign of slowing down.

“We’re where we want to be and I’m extremely proud of the people at WSCF,” said Lori Fritz, vice president for MSA’s Energy & Environmental Services organization who oversees WSCF. “They are a shining example of MSA’s commitment to its customers.”



An employee performs an analytical sampling operation at WSCF.



Chemical technologists, Sue Bee and Kirk Frisby (background) perform sample work at WSCF lab.



Safety, Health & Quality



Pictured L-R:

Mike Wingfield; Rochelle Del Carlo; Mike Magnaghi; Stacy Freeland; Brian Kelly; Patty Morrell; Steve Peterson; Carl Wallskog; Mike Bishop; Mark Riste; and Ken Bottineau.

Not pictured:

Mike Malley and Bud Twigg.

AVS Crew Maintains Integrity of Site Materials and Services

MSA's Acquisition Verification Services (AVS) may be an unfamiliar term to many Hanford employees, but the group plays a vital role in maintaining safe work conditions for Hanford's cleanup activities.

AVS resides within MSA's Safety, Health and Quality organization and provides quality assurance (QA) services by inspecting and evaluating the integrity of goods and services used on the site. AVS also supports CH2MHILL Plateau Remediation Company and Washington River Protection Solutions.

"Our mission is to support MSA's commitment to worker safety, regulatory compliance and superior customer service," said Mike Bishop, manager of AVS.

Working out of the Central Warehouse, the 13-member team has qualified personnel for welding, mechanical, electrical and instrumentation inspections, in addition to QA-trained audi-

tors and support staff. The group is responsible for providing QA and quality control for **source inspections** where they review in-process fabrication activities and pre-shipment inspections of components and systems at vendor facilities; **receiving inspections** of incoming materials to meet QA buyer-specified requirements; and **supplier evaluations** of prospective suppliers and QA audits of existing vendors in meeting QA requirements.

In the last 18 months, AVS performed on average five supplier audits a month, and averaged 12 source inspections and 279 receipt inspections a month. In the process of conducting inspections, the team identified 16 instances of suspect/counterfeit items preventing suspect materials from reaching the field or being used in a job.

"It's essential to maintain the integrity of all materials and services used in the important work supporting Hanford's cleanup mission," said Bishop. "Our success is measured by the success of our customers and their satisfaction with our services. I am very proud of the folks in AVS, as they have earned a stellar reputation for customer service."



Freeland, a QA engineer, performs a dimensional inspection of eye nuts used for lifting objects and screws onto threaded studs.



EurekaFacts provided MSA employees with a computer link to the survey and mailed paper copies of the survey to bargaining unit employees who work predominantly in the field so they could return their surveys via plant mail.

DOE Conducts Hanford Sitewide Safety Survey

Survey Results to Reveal How Site Employees Perceive Safety at Hanford

In June, Hanford's DOE offices contracted with EurekaFacts, an independent survey company, to survey Hanford employees about safety culture across the Hanford Site. DOE purposely used a third party to conduct the survey in order to assure employee responses remained anonymous.

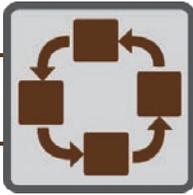
Along with other site contractors, subcontractors and federal employees, MSA participated in the first-ever Hanford sitewide safety survey that gave all site employees an opportunity to 'speak up' about how they felt about safety.

Survey questions focused on how employees perceived the organizational culture and safety conscious work environment associated with projects on the Hanford Site.

"MSA values the safety of all workers," said Paul Kruger, vice president of MSA Safety, Health and Quality. "The survey results will provide us with a valuable tool for gaining worker input on the current safety culture at MSA and for planning future safety improvements."

MSA plans to share the survey information with all employees after receiving the results, which are expected in early fall.

"MSA will use these results to help strengthen our safety culture. Thanks to all who participated in completing the survey," said Kruger.



Project Planning & Integration



Improvements include a new asphalt overlay, pedestrian crosswalks and installation of a storm water drainage curb.

Early Planning, Coordination Drives Success of Road Improvements

200 East Area Interior Tank Farms Get Much Needed Road Improvements

Members of MSA's Project Planning & Integration (PP&I) group recently completed important road improvements in the 200 East Area interior tank farms that included application of an asphalt overlay and pedestrian crosswalks on Canton and Buffalo Avenues and 7th Street as well as the installation of a storm water drainage curb along Canton Avenue.

Originally slated for completion in fall 2011, PP&I chose to reschedule the project for this spring to allow necessary upfront planning for reducing risks associated with work around the tank farms and lessening the impact to worker traffic.

Early coordination at the beginning of the planning process and creation of an Integrated

Project Team comprised of personnel from MSA, Washington River Protection Solutions, Fowler General and Granite Construction allowed for early modifications to the design that reduced impacts on tank farms and its workers.

The three roadways required widening that involved excavations within a posted underground radioactive material area and limited worker access to several sites.

"It was a very positive process from the beginning," said Ethan Brackenbury, a project manager with MSA. "Initially when tank farms personnel discovered roadwork was planned, they had concerns about traffic flow, employee parking and worker safety. By bringing these organizations to the table early it ensured that all parties could voice concerns and we could

develop a proper project execution plan,” said Brackenbury.

The majority of the work was completed during site closure days and weekends with workers leaving the site Thursday and returning Monday to a new roadway surface with little or no impact to their work schedules. The construction team also completed striping application, pedestrian crosswalks and concrete drainage curbing on a single Hanford Site closure day.

As an added benefit, the project specifications allowed Fowler General and Granite Construction to use about 400 tons of recycled asphalt greatly reducing the quantity of virgin aggregate aligning with MSA’s primary mission for promoting recycling, waste reduction and green energy use.



200 East Area roadway before improvements.



Information Management



Corina Camacho, a clerk from the imaging group in Records and Information Management organization converts boxes of paper records to electronic records that can be readily searched by content and accessed from a user's workstation.

New Virtual Box Tool Saves Time and Money

Historically, select boxes of records were scanned and then indexed at a document level, i.e., providing key search terms relevant to the document. Indexing is labor intensive and increases costs. The new Virtual Box capture method is providing Hanford contractors a means of converting boxes of paper records to electronic records that can be readily searched by content and stored in the electronic records system.

Instead of indexing at a document level, the Virtual Box allows an entire box of documents to be indexed at one time, significantly reducing the processing time.

Early studies show that scanning and indexing the entire box of documents as opposed to indexing each document saves about 63 percent of the average scan cost. Virtual Box captures images of the documents and processes them through optical character recognition (OCR) software. The document then becomes content searchable. This method moves perusing a box of hard copy

records from the Records Holding Area to the employee's desktop.

Of the more than 100,000 boxes of records stored, over 20,000 require retention for 75 years or longer. The initial scanning efforts are for these particular records, and this initiative helps MSA meet federal government and DOE goals for reducing paper while making more information available electronically and providing quicker access that will benefit the cleanup mission.

Using New Virtual Box Results in:

- Immediate access to information currently contained in record boxes
- Ability to search entire contents of a box and retrieve information from the user's workstation
- Elimination of travel time by engineers and operations personnel to retrieve boxes
- Reduction in number of boxes stored and costs associated with transporting boxes to and from Federal Records Center and Records Holding Area

Ivy checks her iPad to review her next job ticket before leaving for her next assignment.



Hanford's Mobile Workforce Testing iPads

Initial Results Showing Devices Increase Productivity in the Field

Giving employees better tools often increases their ability to perform their jobs more efficiently. MSA currently has 55 mobile employees who are testing Apple® iPads to determine if the devices help them in their daily jobs and increase field productivity and efficiencies.

Those participating in the iPad test use WiFi and 3G technologies for reading email, processing work packages and staying connected while working in the field. Results to date have been encouraging.

Receiving repair and install tickets on her office computer or from the telephone was common for Melissa Ivy, a hardware technician for MSA's Information Management organization. Borrowing offices and getting downloaded information from her supervisor over the phone was an everyday occurrence.

In using the iPad daily, Ivy says she is noticing a big increase in her productivity. "I'm way more productive with the iPad," said Ivy. "I don't spend nearly as much time driving back and forth to the office to pick up my tickets. My iPad allows me to get my tickets without calling in or going back to the office to log into the system. I just go from one job to the next."

Although her office is located in the 1100 Area, the iPad gives her the mobility to spend most of her workday in the field in the 100 and 200 Areas, moving from ticket to ticket without phone calls, paper instructions or driving back into town.

The iPad saves time by giving her time to write up her notes in the field while computers are rebooting. "By the time I get back to the office at the end of the day, I've finished all my documentation," she said.

"This is another example of MSA working with DOE to move the mission forward by creating efficiencies in everyday work processes like picking up work tickets from iPads," said Todd Eckman, vice president of MSA's Information Management.

The Hanford Site is one of the first cleanup sites in the EM complex to engage iPads as an integral part of the work process for environmental remediation.

MSA plans to formally evaluate the trial at the end of fiscal year 2012. Because this is a trial, not all employees are eligible to participate. Employees who believe they could be more efficient using an iPad should contact their supervisor or manager.



Emergency Services & Training

DOE-RL Manager Feels the Heat

Matt McCormick, manager for DOE-RL, recently took part in Fire Ops 101, a training simulation designed to mirror a day in the life of a firefighter, held at the HAMMER Training Facility on May 18. Shadowed by Hanford firefighter Steve Bell, McCormick participated in staged events from dragging dummies out of burning buildings, getting thrown around the back of an ambulance while performing CPR, stopping a blaze in a multi-story building, performing vehicle extrications, and extinguishing a hot liquefied petroleum gas fire. Immediately after going through the program, McCormick noted how similar firefighting operations were to running a nuclear operation, like Hanford. “Both require good tools and training, good people and good processes and procedures in place.”

In addition to overseeing cleanup of legacy waste from Hanford’s plutonium production mission, McCormick’s office also oversees all emergency services and training on the 586-square mile Hanford Site.



McCormick works on his CPR procedures during Fire Ops 101 that is sponsored by the Washington State Council of Fire Fighters (IAFF) and Washington State Fire Chiefs.

Hanford Fire Department Provides Mutual Aid

The Hanford Fire Department’s (HFD) main job is protecting the Hanford Site. But what many don’t know is they also can be called upon to help out anywhere in the Tri-Cities to include areas in Benton, Franklin, Yakima and Grant Counties. This is because of mutual aid agreements in place whereby each department covers or assists the other when needed.

On June 14, HFD responded to a call from the city of Richland’s Fire Department to assist with a fire located at Casa Grande Apartments. HFD sent Engine 93, an aerial ladder truck, and Medic 93, an ambulance, to join around 15 other apparatus from other area stations. Captain Don Robert, firefighter/paramedic Brett Laibl, and firefighters Bill Whitney, Steve Bell and Devon Reese responded on behalf of HFD.

HFD firefighter Laibl takes a break after making an interior attack after Richland firefighters exited and knocked down some of the fire that originated inside the Casa Grande bottom floor apartment.

Photo: PAUL T. ERICKSON —Tri-City Herald





Field exercise training took place at a local soccer field.

MSA Participates in Rad Terror Training in Austria

The National Nuclear Security Administration (NNSA) recently conducted a training session in Austria for representatives from 15 countries.

International Radiological Assistance Program Training for Emergency Response (I-RAPTER) is conducted by a seven-person team from the Hanford Site, Sandia National Labs in New Mexico, Nevada Remote Sensing Lab, and the Idaho National Lab.

“There is great international demand for this training course due to increased awareness for

the need to protect large public gatherings from radiological terrorism,” said Joseph Krol, associate administrator for NNSA.

Lynda Synoground, with MSA’s Emergency Management, assisted with conducting the training exercises as the equipment coordinator for the Region 8 Radiological Assistance Program (RAP) team.

The training taught participants how to track rad sources in hidden places.



HFD firefighters Whitney (right) and Laibl change out air bottles before heading to the second floor to assist Engine 93 personnel doing salvage and overhaul. After they finished their second bottle of air they were asked to take over rehab as Richland firefighters transported a patient to an area hospital.

Photo: PAUL T. ERICKSON —Tri-City Herald



Community Outreach



MSA employees enjoy eating the delicious chili prepared to benefit this year's Relay for Life fundraiser held in Building 2430 at Stevens Center on May 30.

MSA Employees Support Relay for Life with Chili Feed Fundraiser and Tasting Contest

An MSA employee team's fundraising effort for the 2012 Relay for Life got off to a great start this year thanks to their annual chili feed and tasting contest held May 30 in Building 2430 at Stevens Center.

The tasting contest had nine entries. Judges rated contestants' entries on aroma, consistency, appearance, taste and aftertaste.

The chili contest raised \$315 dollars for the Relay for Life team that benefits the American Cancer Society.

The judging panel included Elaine Cone, Adam Banta, Matt Richardson and David Oats. The judges commented that they enjoyed each entry and that all of them were very good.

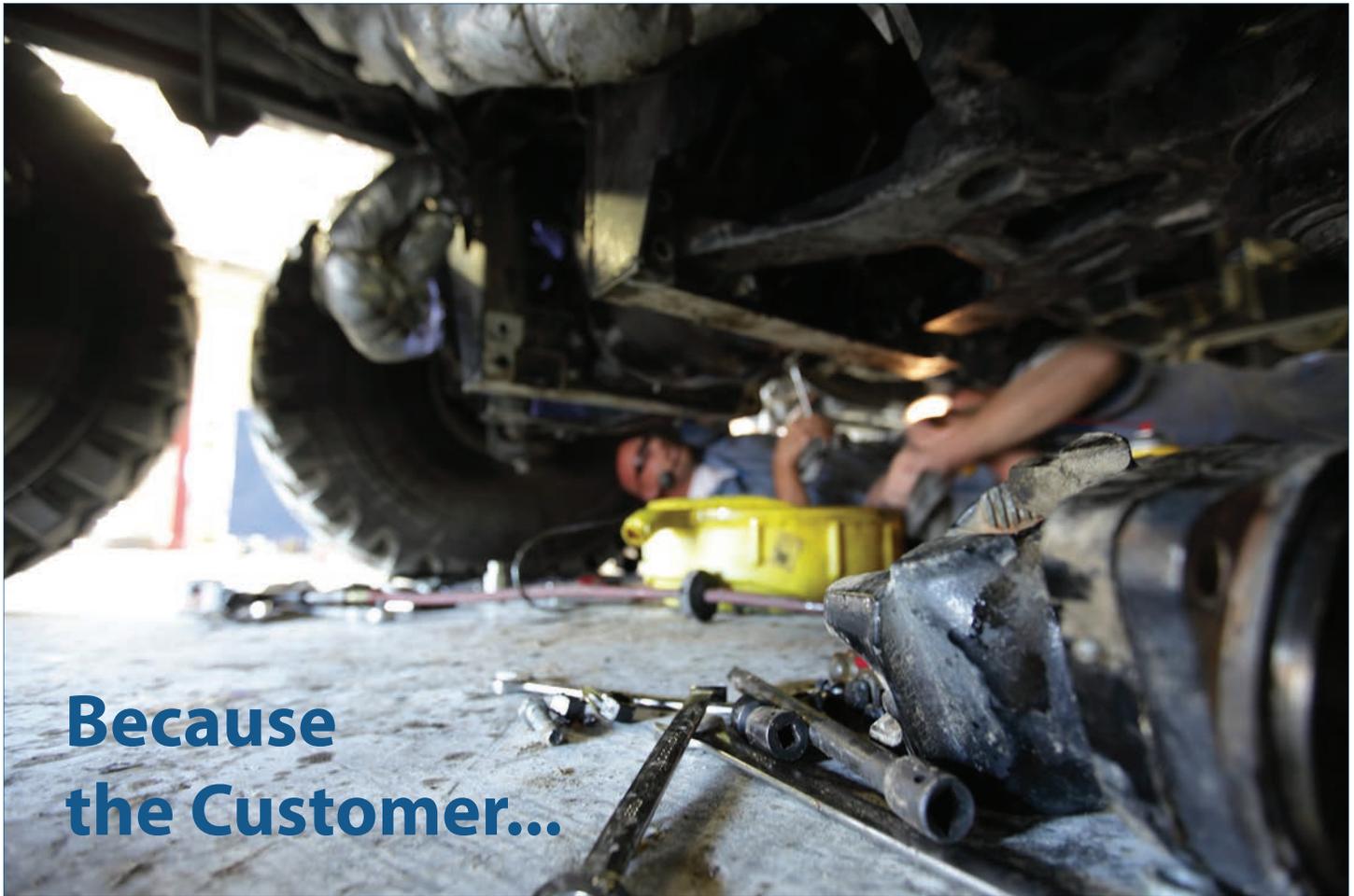
"This is my ninth year judging the chili entries and I look forward to it all year," said Cone.

CHILI CONTEST RESULTS

- 1st Place — Uncle Vern's Chili by Sonja Cooley
- 2nd Place — Mary's Chili by Mary Davenport
- 3rd Place — Gluten Free Vegetarian Chili by Tina Baumgartner



Chili Contest Judge Panel (L-R):
Elaine Cone, Adam Banta, Matt Richardson and David Oats



Because the Customer...

Because the customer has a need, *we have a job.*

Because the customer has a choice, *we must be the better choice.*

Because the customer has sensibilities, *we must be considerate.*

Because the customer has an urgency, *we must be quick.*

Because the customer is unique, *we must be flexible.*

Because the customer has high expectations, *we must excel.*

Because the customer has influence, *we have the hope of more customers.*

Because of the customer, *we exist.*





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