



## Department of Energy

Washington, DC 20585

APR 05 1994

QA

Mr. R. L. Robertson  
General Manager  
CRWMS M&O  
TRW Environmental Safety Systems, Inc.  
2650 Park Tower Drive, Suite 8000  
Vienna, VA 22180

Subject: Surveillance Report HQ-SR-94-02, Corrective Action  
Requests (CARs) HQ-94-004 through HQ-94-008,  
Observation Report 94-VIA-02, and Verification Report  
for CAR HQ-93-013

Dear Mr. Robertson:

Enclosed please find the subject reports and CARs that are a result of recent surveillance and observation activities conducted by the Headquarters Quality Assurance Division (HQAD) at your facility in Vienna, Virginia. Please take note that you are required to respond to the CARs and the Verification Report for CAR HQ-93-013 by the date listed in block 11 of the CAR forms and in the summary of the Verification Report. The responses must be signed and should include concise statements of the corrective actions to be taken, the names of the responsible individuals, and the scheduled completion dates. The response shall address the required actions of block 12 of the CAR form and all sections of the Verification Report. Please refer to the preferred response format (enclosed with the CARs).

HQAD would like to express our appreciation for the level of cooperation received during the conduct of these activities. However, we need to also express our concern over the depth and extent of the new deficiencies identified and the failure to successfully complete our verification and subsequent closure of CAR HQ-93-013. It appears that repetitive conditions exist in two areas. Our observation of M&O audit 94-VIA-02 leaves us with further concerns in the M&O's conduct of audits and with the processing of procurement packages.

As a result, HQAD has determined that some improvements are warranted within the M&O Quality Assurance and Line Organizations for activities vital to the implementation of the QA Program. HQAD would offer assistance in providing the M&O with problem solving expertise. The following specific recommendations are being made to enhance the probability that we will achieve success in our mutual objectives:

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ADD: Ken Hooks

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- 1) Establishment of a joint M&O and HQAD team to investigate and document solutions to identified problems. Specific emphasis should be placed upon those areas where deficiencies are repetitive.
- 2) Provide OCRWM QA Training Resources to the M&O to assist in the preparation and conduct of enhanced QA Program training for M&O personnel.
- 3) Development of a process for "walking through" the implementing procedures. This could provide all concerned parties with a greater insight into the processes presented and feedback of any recommendations for strengthening the processes.

Hopefully, we can bring together our combined talent and expertise to achieve proper resolution of these issues and concerns. We would be willing to discuss our recommendations in detail at your earliest convenience.

If you should have any questions, please contact Bob Clark at (202) 586-1238 or Marlin Horseman of QATSS at (703) 841-0043.

Sincerely,



For Donald G. Horton, Director  
Office of Quality Assurance

Enclosures:

1. Surveillance Report, HQ-SR-94-02
2. Verification Report, CAR HQ-93-013
3. CARs, HQ-94-004, 005, 006, 007, 008
4. OCRWM OQA Observation Report of M&O Audit 94-VIA-02

## cc:

D. Dreyfus, RW-1  
L. Barrett, RW-2  
D. Spence, RW-3.2  
S. Rousso, RW-10/RW-50  
D. Shelor, RW-30  
R. Milner, RW-40  
T. Wood, RW-53  
L. Wagner, QATSS, HQ  
S. Zimmerman, NWPO, Carson City, NV  
R. Loux, Carson City, NV  
C. Schank, Churchill Co., LV  
J. Bingham, Clark Co., NV  
D. Betchel, Clark Co., NV  
E. von Teisenhausen, Clark Co., NV  
J. Hayes, Esmeralda Co., NV  
L. Fiorenzi, Eureka Co., NV  
B. Mettam, Inyo Co., NV  
G. Derby, Lander Co., NV  
J. Pitts, Lincoln Co., NV  
M. Baughman, Lincoln Co., NV  
V. Poe, Mineral Co., NV  
W. Offuitt, Nye Co., NV  
P. Niedzielski-Eichner, Nye Co., NV  
F. Mariani, White Pine Co., NV  
K. Hooks, NRC, Rockville, MD  
R. Morgan, M&O, Vienna, VA  
S. Willis, M&O, Vienna, VA  
L. Foust, M&O, Las Vegas, NV  
A. Kubo, M&O, Vienna, VA  
R. Ruth, M&O, Las Vegas, NV