



OFFICE OF CIVILIAN  
RADIOACTIVE WASTE MANAGEMENT  
QUALITY ASSURANCE ADMINISTRATIVE PROCEDURE

TITLE: TABLE OF CONTENTS

Procedure No.: N/A	Revision: 7	Date: 03/20/90	Page: 1 of 1
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<u>No.</u>	<u>Title</u>	<u>Rev.</u>	<u>Effective Date</u>
2.1	Indoctrination and Training	1	04/20/90
2.3	Establishing Quality Assurance Controls	0	06/19/89
2.5	Quality Assurance Program Document Review	0	03/19/89
2.6	Readiness Review	1	04/20/90
2.7	Management Assessment	0	06/19/89
2.9	Quality Assurance Program Status Reporting	0	10/02/89
3.1	Technical Document Review	0	03/27/89
3.2	Design Review	0	03/27/89
3.3	Peer Review	0	03/27/89
3.5	Preparation of Technical Documents	0	08/14/89
4.1	Procurement Document Review	0	07/10/89
4.2	Establishing Procurement Quality Assurance Controls	0	10/23/89
5.1	Preparation of Quality Assurance Administrative Procedures	0	03/27/89
5.2	Preparation of Implementing Line Procedures	0	09/11/89
6.1	Document Control	0	09/11/89
7.1	Control of Purchased Services	0	09/11/89
16.1	Corrective Action	0	03/27/89
16.2	Stop Work	0	07/17/89
18.1	Certification of Audit Personnel	0	03/27/89
18.2	Audit Program	0	03/27/89
18.3	Surveillance Program	0	03/27/89

102.7



OFFICE OF CIVILIAN  
RADIOACTIVE WASTE MANAGEMENT  
QUALITY ASSURANCE ADMINISTRATIVE PROCEDURE

TITLE: **INDOCTRINATION AND TRAINING**

Procedure No.: <b>QAAP 2.1</b>	Revision: <b>1</b>	Date: <b>04/20/90</b>	Page: <b>1 of 14</b>
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Director, OCRWM <i>[Signature]</i>	Date: <b>3/12/90</b>	Director, OQA <i>[Signature]</i>	Date: <b>3/7/90</b>
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**1.0** PURPOSE

The purpose of this procedure is to establish specific responsibilities and directions for indoctrination and training of personnel working to the OCRWM Quality Assurance (QA) Program.

**2.0** SCOPE

This procedure applies to the Quality Assurance indoctrination and training of OCRWM personnel, including consultants and contract support personnel working to the OCRWM Quality Assurance Program.

**3.0** REFERENCES AND DEFINITIONS

**3.1** REFERENCES

3.1.1 "Quality Assurance Requirements for the Civilian Radioactive Waste Management Program", (QAR) DOE/RW-0214, 1988.

3.1.2 "Quality Assurance Program Description for the Civilian Radioactive Waste Management Program", (QAPD) DOE/RW-0215, 1988.

**3.2** DEFINITIONS

3.2.1 The definitions of standards terms may be found in the Glossary contained in reference 3.1.1.

3.2.2 Job and Task Analysis - A systematic method of obtaining an indepth understanding of a specific position by breaking the job into finite tasks and elements.

3.2.3 Supervisor - As used in this procedure, a person who directs the activities of one or more subordinates.

3.2.4 Training Matrix - A document used to identify indoctrination and training requirements for a specific individual or job position.

3.2.5 QA Training Officer - That person who is directly responsible for the development and coordination of the OCRWM Quality Assurance Indoctrination and Training Program.



3.2.6 Non-Permanent Personnel - Persons whose job assignment in support of OCRWM is expected to be less than three months.

#### 4.0 RESPONSIBILITIES

##### 4.1 ASSOCIATE DIRECTOR, FOR PROGRAM ADMINISTRATION AND RESOURCES MANAGEMENT (ADPARM)

The ADPARM, or designee has responsibility for:

- 4.1.1 Review and concur with the QAAP;
- 4.1.2 Overall development and coordination of an OCRWM indoctrination and training program; and
- 4.1.3 Implementation of supervisory duties in Section 4.3.

##### 4.2 DIRECTOR, OFFICE OF QUALITY ASSURANCE (OQA)

The Director, OQA, or designee is responsible for:

- 4.2.1 Development and implementation of specific QA indoctrination and training requirements;
- 4.2.2 Development and maintenance of this QAAP;
- 4.2.3 Implementation of supervisory duties outlined in Section 4.3, below; and
- 4.2.4 General supervision of the QA Training Officer.

##### 4.3 SUPERVISORS

Supervisory personnel, or designees, are responsible for:

- 4.3.1 Establishment of indoctrination and training requirements for applicable quality-affecting positions within their respective organizations;
- 4.3.2 Assuring that personnel within their organizations are identified for appropriate indoctrination and training;
- 4.3.3 Assuring that personnel within their respective organization receive appropriate indoctrination and training; and



**OCRWM QA  
ADMINISTRATIVE  
PROCEDURE**

Procedure No.:

QAAP 2.1

Revision:

1

Page:

3 of 14

- 4.3.4 Providing classroom instructors on subject matter within the supervisor's area of responsibility.

**4.4 QA TRAINING OFFICER**

The OCRWM QA Training Officer, or designee, is responsible for:

- 4.4.1 Assuring that indoctrination and training requirements supporting the OCRWM QA Program are identified;
- 4.4.2 Developing a QA indoctrination and training schedule;
- 4.4.3 Overseeing the development of QA indoctrination and training materials;
- 4.4.4 Providing reports to the Associate Director, OPARM, Director, OQA and other OCRWM management on the status of reading assignments, classroom instruction and implementation of the QA indoctrination and training program; and
- 4.4.5 Entering QA indoctrination and training documentation into the OCRWM records management system.

**4.5 INSTRUCTORS**

Instruction personnel are responsible for:

- 4.5.1 Developing QA indoctrination and training materials;
- 4.5.2 Conducting classroom instruction and recording attendance; and
- 4.5.3 Assessing the assimilation of information presented and evaluating this with the Training Officer.

**5.0 GENERAL**

**5.1 QA INDOCTRINATION AND TRAINING**

- 5.1.1 Individuals performing activities affecting quality shall be indoctrinated and trained, as appropriate, to assure a thorough understanding of the OCRWM QA Program and implementing procedures.
- 5.1.2 Indoctrination and training requirements supporting the OCRWM Program shall be required upon initial implementation of this procedure and whenever personnel are initially assigned to OCRWM Headquarters.
- 5.1.3 Indoctrination and training requirements supporting the OCRWM Program shall be required whenever a new QAAP or new implementing line procedure is issued.



**5.2 INDOCTRINATION SUBJECT MATTER**

**5.2.1** Personnel shall be indoctrinated in the following subjects as they relate to the individual's assigned responsibilities:

- a) General criteria, including any applicable codes, standards and regulations; and the purpose, scope and implementation of quality-related manuals, instructions and procedures;
- b) Applicable quality assurance program elements; and
- c) Job responsibilities and authority.

**5.3 TRAINING**

**5.3.1** Training shall involve classroom instruction and shall be provided, as necessary, to:

- a) Achieve initial proficiency;
- b) Maintain proficiency; and
- c) Accommodate changes in QA program, procedures or methods, job responsibility, or technology.

**5.3.2** The extent of training shall be commensurate with the following:

- a) The scope, complexity and nature of the activities; and
- b) The education, experience and initial proficiency of the person.

**5.4 MINIMUM INDOCTRINATION REQUIREMENTS**

**5.4.1** Individuals assigned to perform activities affecting quality shall be familiar with the following applicable OCRWM documents, as a minimum:

- a) Quality Assurance Requirements document;
- b) Quality Assurance Program Description document;
- c) Quality Assurance Administrative Procedures appropriate for their scope of work and responsibilities;
- d) Applicable codes, national consensus standards, and Federal regulations commensurate with their scope of work and responsibilities; and



- e) Other job-specific documents, as may be identified by their supervisor.

5.4.2 Non-permanent personnel shall receive indoctrination and training appropriate to their specific tasks. Indoctrination and training requirements supporting the OCRWM QA Program shall be documented on the individual's Training Matrix. Non-permanent personnel are not subject to position Training Matrix requirements.

## 5.5 INDOCTRINATION METHODS

5.5.1 Indoctrination shall be accomplished by one or more of the following, as appropriate:

- a) Reading Program documents associated with their job responsibility; and/or
- b) Classroom instruction.

## 6.0 PROCEDURE

### 6.1 ESTABLISHING REQUIREMENTS

6.1.1 Supervisors, with assistance from the OCRWM QA Training Officer, shall establish basic indoctrination and training requirements supporting the OCRWM QA Program for each job position. Minimum requirements for the position shall be documented on attachment I.

6.1.2 Supervisors shall establish specific indoctrination and training requirements supporting the OCRWM QA Program for each person on their staff. This shall be accomplished by entering the employee's name and any additional requirements, as appropriate, on attachment I.

### 6.2 READING ASSIGNMENTS

6.2.1 Each employee shall read the standard and specific job-related documents identified on attachment I. The revision or date of the document read shall be identified along with the date of the reading and the employee's initials.

6.2.2 The supervisor shall sign and the employee shall initial and then sign the Indoctrination and Training Matrix (Attachment I), after assigned materials have been read.

### 6.3 PREPARATION FOR CLASSROOM INSTRUCTION

6.3.1 The OCRWM QA Training Officer shall prepare, on at least a quarterly basis, a tentative schedule of QA indoctrination and training courses.



6.3.2 The OCRWM QA Training Officer shall request from cognizant supervisors the appointment of classroom instructors. Following their appointment, the OCRWM QA Training Officer shall finalize the quarterly QA indoctrination and training schedule.

6.3.3 Instructors, with assistance from the OCRWM QA Training Officer, shall prepare a Lesson Plan (Attachment III) and all presentation materials necessary to support classroom QA indoctrination and training courses.

6.3.4 The OCRWM QA Training Officer shall distribute, prior to each QA indoctrination and training course, written notification of the course, class location, class schedule and required attendees.

**6.4 CLASSROOM INSTRUCTION**

6.4.1 Employees shall attend QA indoctrination and training classes, identified on their Training Matrices, at the times they are scheduled.

6.4.2 Classroom instruction shall proceed as identified in the approved Lesson Plan (Attachment III).

6.4.3 Employees shall sign an Attendance Record (Attachment II) upon completion of each QA indoctrination and training class which they attend. The instructor shall forward the Attendance Record to the OCRWM QA Training Officer who shall process it as a QA record, along with the Lesson Plan, in accordance with Section 7.0, below.

**6.5 POST-INSTRUCTION EVALUATION**

6.5.1 Whenever personnel certification is required, an examination shall be developed to evaluate the employee's comprehension of and ability to apply the body of knowledge presented during QA training.

6.5.2 Examinations required for certification of audit personnel shall be prepared and conducted in accordance with QAAP 18.1, "Certification of Audit Personnel". Other certification examinations shall be prepared and conducted in accordance with the specific QAAP requiring certification.



6.5.3 At the discretion of the OCRWM QA Training Officer, personnel not requiring certification may be either subject to examination or requested to participate in other forms of evaluation. The evaluations shall be designed to either assess the adequacy of QA indoctrination and training course material, the effectiveness of instructors, the attentiveness of the class, or a combination thereof. Such evaluations, when required, shall be documented and used to improve classroom instruction materials and techniques. The evaluation report shall reference the applicable class Attendance Record and related QA indoctrination and training documentation and shall be processed as a QA record in accordance with Section 7.0 below.

#### 6.6 ADDITIONAL INDOCTRINATION AND TRAINING

6.6.1 At the discretion of the OCRWM QA Training Officer, job and task analysis techniques may be used to assess job positions and upgrade Training Matrices associated with the positions or improve instruction materials associated with courses required for the positions. The results of such analyses shall be documented.

6.6.2 Employees shall receive additional indoctrination whenever there is a significant change to either the QAR or QAPD documents.

6.6.3 Employees shall receive additional indoctrination or training, comparable to that required initially, whenever there is a significant change to a document identified in their Training Matrix. Regardless of significance, employees shall be required to read all changes to documents identified in their Training Matrix, and document on an Indoctrination and Training Matrix. The matrix should be provided to the OCRWM QA Training Officer on a quarterly basis.

6.6.4 The need for either additional indoctrination or training shall be evaluated whenever an employee is assigned to a new position or the employee's position description is revised. The results of the evaluation shall be documented on the employee's Training Matrix.

6.6.5 Individual employee's training matrices shall be reviewed annually by the cognizant supervisor.

#### 7.0 QUALITY ASSURANCE RECORDS

##### 7.1 DOCUMENTATION

Documentation generated as a result of this procedure shall be collected and maintained in accordance with requirements specified in QAAP 17.1, "QA Records Management." The OCRWM QA Training Officer is responsible for collecting all documentation required by this procedure and entering it into the records management system described in QAAP 17.1. At a minimum, attachments I, II, III and IV are considered QA Records.



**8.0 ATTACHMENTS**

**8.1 ATTACHMENT I - Indoctrination and Training Matrix**

**8.2 ATTACHMENT II - Attendance Record**

**8.3 ATTACHMENT III - Lesson Plan**

**8.4 ATTACHMENT IV - QAAP Flowchart**







ATTACHMENT III (Sample)

LESSON PLAN  
COVER SHEET

A. GENERAL INFORMATION

1. LESSON PLAN TITLE \_\_\_\_\_

2. REVISION NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

3. Author: \_\_\_\_\_ Date: \_\_\_\_\_  
(Printed Name)

4. Reviewed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Printed Name) (Signature)  
COGNIZANT SUPERVISOR

5. Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
(Printed Name) (Signature)  
OCRWM TRAINING OFFICER

B. COURSE DETAILS

1. Course Objectives \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Summary of Course \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Terms to be Defined \_\_\_\_\_  
\_\_\_\_\_

4. Documentation to be discussed \_\_\_\_\_  
\_\_\_\_\_

5. Prerequisites for attending course (if any) \_\_\_\_\_

6. Instruction methods and materials \_\_\_\_\_

7. Instructional materials \_\_\_\_\_



**ATTACHMENT III (Cont'd)**

**LESSON PLAN INSTRUCTIONS**

**A. GENERAL INFORMATION**

1. State title of course
2. Begin with Revision 0
3. Identify author of Lesson Plan, normally the instructor
4. Obtain approval of the cognizant technical supervisor
5. Obtain approval of the OCRWM Training Officer

**B. COURSE DETAILS**

1. Describe objective in behavioral terms, e.g., "At the conclusion of the class, attendees should be able to accurately and completely fill out an XYZ Form."
2. Briefly state material to be covered in the course.
3. Identify terms that the instructor will be defining.
4. Identify documents that the class will be receiving instruction on preparing.
5. Identify other courses attendees must complete prior to attending this course.
6. Identify classroom instruction methods (e.g., lectures, workshops, structured question and answer sessions).
7. Identify instructional materials and equipment (e.g., viewgraphs, handouts, films, slides, etc.).

**C. COURSE OUTLINE**

**Instructor Prompt** - Identify the time allotted for each new item (viewgraph, slide, activity, etc.)

**Course Outline** - Identify material to be presented. Refer handouts, etc. and how they will be used and what will be said. Do not prepare a detailed text that contains every spoken word but do include enough information that another instructor could readily give the same course. If viewgraphs, handouts or other materials are used, copies should be attached to the Lesson Plan.



OCRWM QA  
ADMINISTRATIVE  
PROCEDURE

Procedure No.:  
QAAP 2.1

Revision:  
1

Page:  
13 of 14

ATTACHMENT III (Cont'd)  
LESSON PLAN  
CONTINUATION SHEET

Lesson Plan \_\_\_\_\_ Page \_\_\_\_ of \_\_\_\_

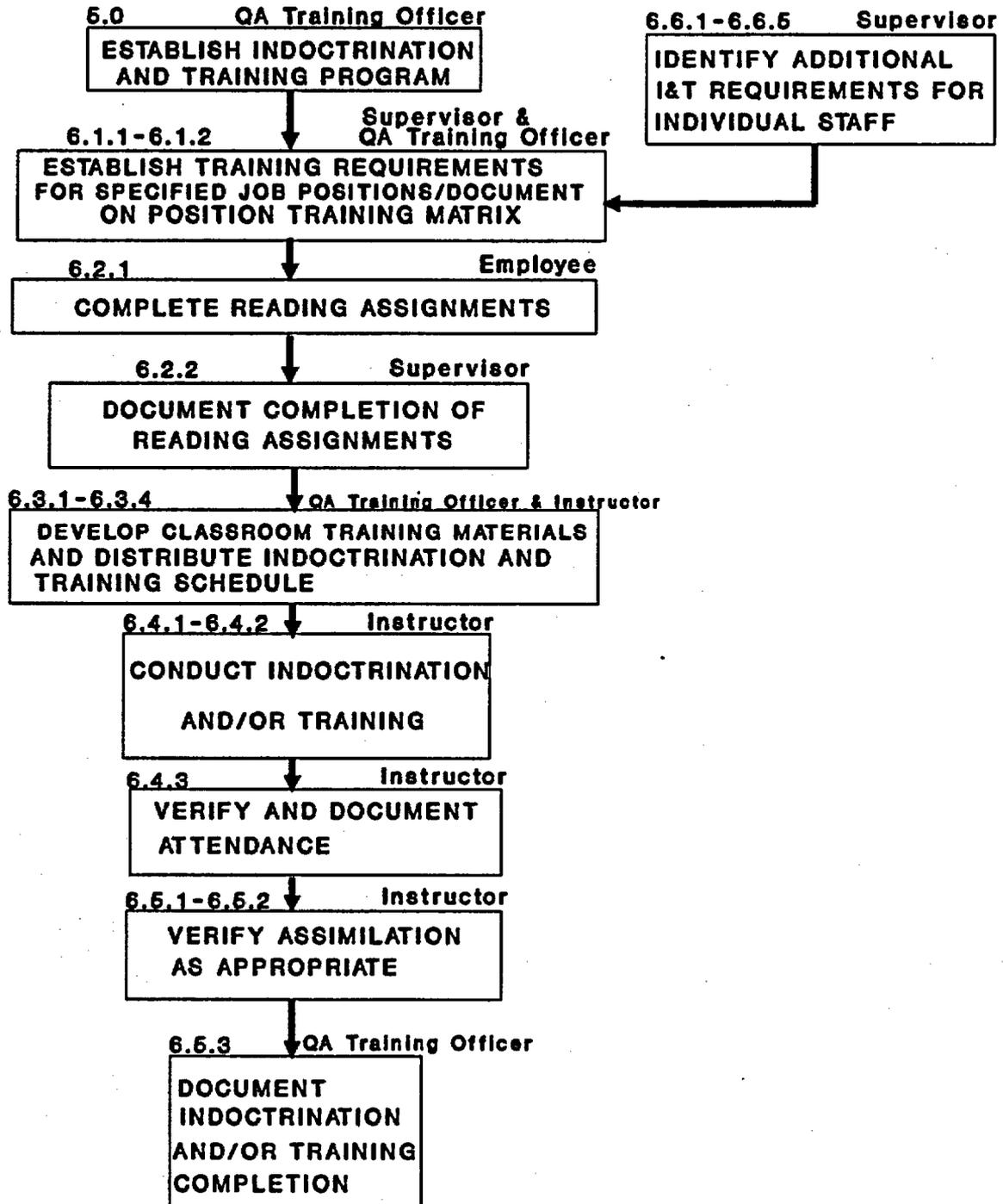
COURSE OUTLINE

Instructor Prompt	Course Outline



## ATTACHMENT IV

### INDOCTRINATION AND TRAINING



**QUALITY ASSURANCE ADMINISTRATIVE PROCEDURE**

**2.1, REV. 1**

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