

PPPL	PRINCETON PLASMA PHYSICS LABORATORY	PROCEDURE	GEN-030 Rev 0 page 1 of 3
	Subject: PPPL Commitment Tracking and Reporting Protocol	Effective Date: August 31, 2009	Initiated by: Head, Best Practices and Outreach
		Supersedes: NEW	Approved: Director

Applicability

This procedure is applicable to all high-level Laboratory commitments and action items including commitments to the Department of Energy, external customers, regulators, and senior laboratory management. Action items that are tracked by Quality Assurance or ES&H – such as audit findings, nonconformance reports, NTS and ORPS actions, and management safety walkthrough issues – are not covered by this procedure.

Introduction

The Laboratory tracks all high-level Laboratory commitments and action items until completion in order to assure completion of these obligations in a manner that meets or exceeds the expectations of customers, stakeholders, and Laboratory management. This procedure describes the steps and responsibilities for identifying, tracking, completing, and reporting these commitments.

Reference Documents

Assurance System Description
 Institutional Quality Assurance Plan
 PPPL Integrated Safety Management System Description

Procedure

Responsibility

Responsible
 Department Head,
 Division Head,
 Manager, Director or
 Deputy Director

Action

1. Identify commitments and action items that should be tracked by the Director's Office in the Commitment Tracking Database.

These would include:

A. Actions items and commitments from meetings such as:

- DOE meetings,
- Laboratory Management Meetings (LMMs),
- Staff meetings of the Deputy Directors,
- Laboratory Management Reviews (LMRs),
- Project Status Meetings, and
- Contract Initiatives.

B. Commitments to DOE to issue reports and plans (e.g., ISM update, self-assessment, regulatory requirements, annual certification letter, etc.)

C. Reports and commitments to other customers

Responsible
Department Head /
Division Head /
Manager

2. Notify the Director's Office of the commitment by email, direct entry into the Commitments Tracking Database, or other means, and also informs the Head of Best Practices and Outreach.

The notification should include:

- Title
- Description
- Assigned To / Actionee
- Status (Not Started, In Progress, Deferred, Waiting on Someone Else, Completed)
- Priority (Low, Normal, High)
- Start Date
- Due Date
- Comments
- Extent or magnitude of the commitment, as appropriate (e.g., estimated cost in dollars or work months.)

Director's Office

3. Enter the commitment information provided in the PPPL Commitment Tracking Database, or ensure that the responsible individual has entered it.
4. Track the status of commitments and issue notifications of commitment due dates.

Provide the Actionee notice of:

- Initial assignment of commitment action items
- Upcoming commitment due dates
- Overdue commitments

Actionee

5. Notify Director's Office and the Head of Best Practices and Outreach of commitment status updates.

Notification can be made directly into the Commitments Tracking Database, or by email or other means and should include:

- Updates to commitment action status.
- Completion of assigned commitments and actions.
- Attachments, comments, issues, problems, and mitigative actions, as appropriate.

Director's Office

6. Update the Commitments Tracking Database and close completed commitments, ensuring that update information received from Actionee and appropriate attachments are included as records of completion.

ATTACHMENTS

Attachment 1 Commitment Tracking and Reporting Protocol – Process Flowchart

PPPL Commitment Tracking and Reporting Protocol

