



HSE
Occupational Health & Safety
and Environmental Protection unit

Quality Seminar

François Angerand
HSE Quality Assurance Support
30th May 2024

EDMS 2958468

Agenda

- Quality, administrative burden or simply common sense?

François Angerand – HSE Quality Assurance Support – HSE-TS-SPP

- Quality to find a solution to our difficulties?

Christel Paris – Safety Training Operation responsible – HSE-TS-ST



- ISO 17025 Quality Assurance at RP-DC, review and perspectives

Pierre Carbonez – Dosimetry and Calibration Section Leader – HSE-RP-DC

- The HSE Mosaic - Roles, Pentagons and more

Christoph Balle - Process Analyst– HSE-OHS-PE





HSE
Occupational Health & Safety
and Environmental Protection unit

Quality

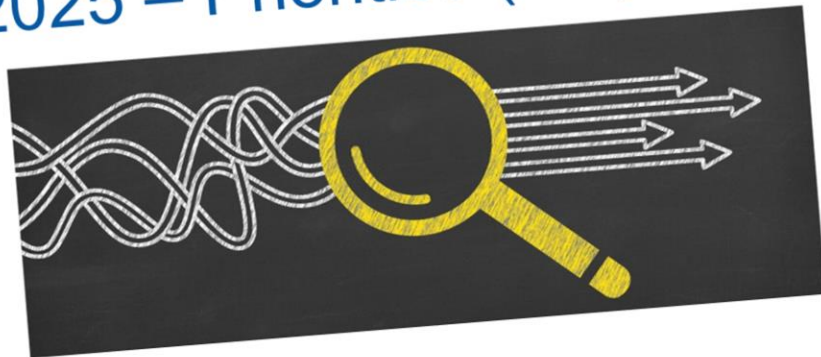
Administrative burden or simply common sense?



François Angerand
HSE Quality Assurance Support
30th May 2024

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HSE 2021/2025 – Priorities (3/4)



- **HSE as advisory body and support to departmental activities**
 - o Implement **support to Projects, Studies, Experiments and Departments' activities transversely across HSE**, delivering a proactive and pragmatic approach in providing guidance and training in all Safety domains within the scope of the HSE Unit.
- **This project concerns all HSE groups and technical safety domains. The goal is that HSE provides advice as a Unit, and not as a combination of groups working in silo.**

The hat worn when exercising it

This is all about knowing our own Mandate(s)

The processes applied
The toolbox we provide to our stakeholders



26/06/2023

B. Dellelle | 2023 June Plenary

18

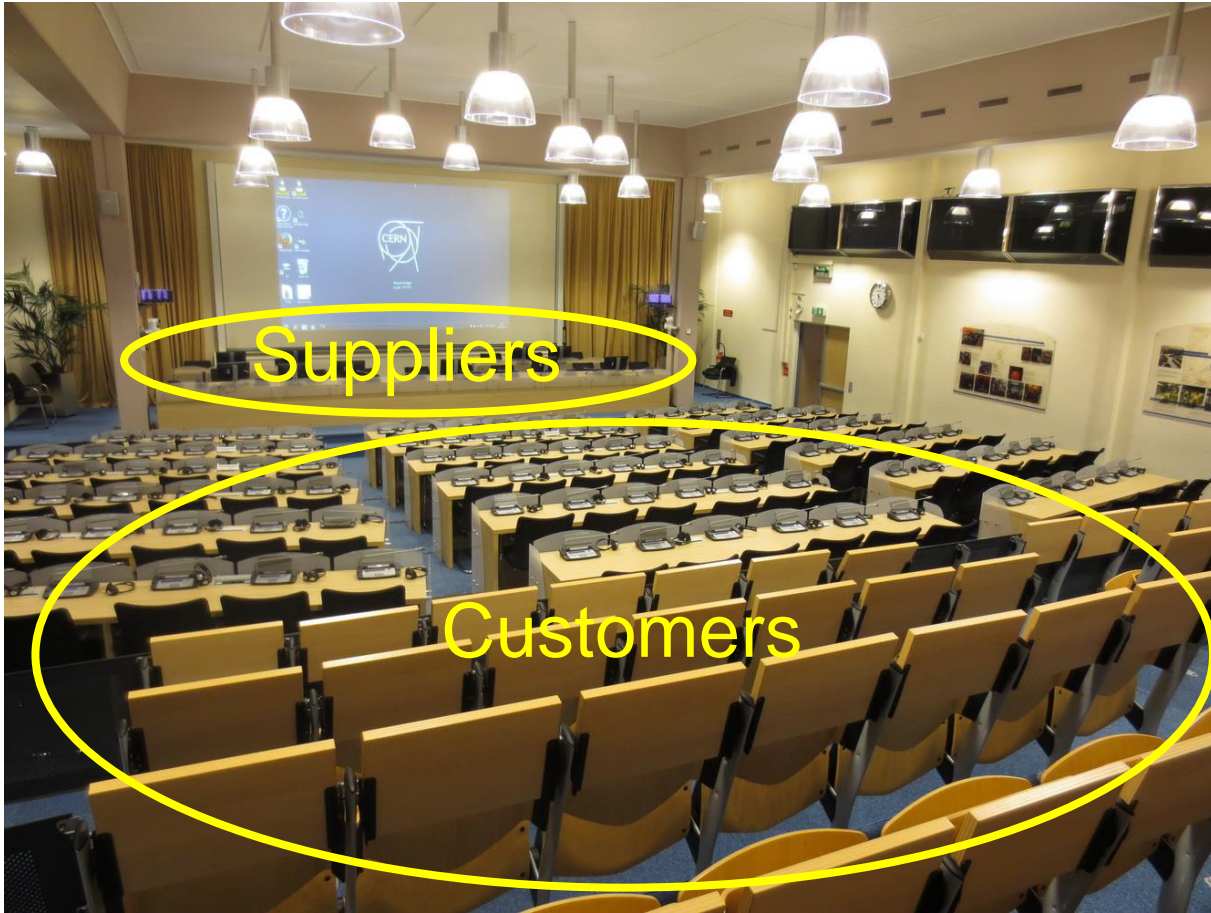
Reminder: HSE Plenary 2023





Customer - Supplier

What do you expect from me?



Why are you here?
What do you expect from me?

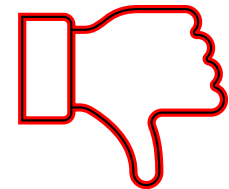


Understand your requirements

Give you information in compliance with your requirements



or





Identify your customers

Understand what they expect from you

Department
Project Leader
...
DSO
TSO
Experiment
A group
Host state Authorities
Head of HSE unit
Project Safety Officer

Technical
Implicit
Support
Explicit
Organisational
...

Need to get along



What I have to do

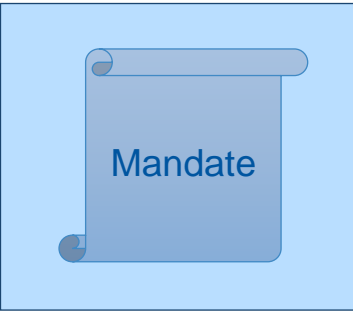
What I can do

What should I not do

What I can't do



How do I know what I have to do?



EDMS 2721809	Vers. 0.4	Statut Voir EDMS
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Page 2 of 2

Modifications

Versions	Date	Pages	Description
0.0	11/01/2022	2	Création
0.1	1/03/2022	2	Modification de la forme
0.2	30/03/2022	2	Reformulation de la section 2 et proposition à la vérification
0.3	08/04/2022	2	Modification première et discussion avec vérificat
0.4	11/04/2022	2	Modification de la secur rapprocher de la diaposi (notions de confiance, n



EDMS 2721809	Vers. 0.4	Statut Voir EDMS
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Visibilité : PUBLIC

1 OBJET

Ce document définit le mandat de l'activité SUPPORT ASSUR

2 MANDAT

L'activité « SUPPORT ASSURANCE QUALITE » a pour me qualité au sein de l'unité HSE, c'est-à-dire :

- d'apporter, autant que faire se peut, le support assuran différents groupes, sections et activités de l'unité HSE
- de proposer au Chef de l'Unité HSE un plan d'ac contribuer à l'optimisation et la fiabilité des processus la confiance dans ces processus, et développant la crév de l'Unité,
- de mettre en place le plan d'actions ci-dessus et de d'avancement,
- de proposer et gérer les audits qualité internes de l'un
- de gérer l'équipe des auditeurs internes qualité.

UNITE DE LA SANTE ET DE LA SECURITE AU TRAVAIL ET DE LA PROTECTION DE L'ENVIRONNEMENT

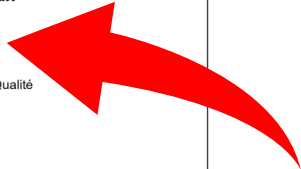
Services Transversaux

MANDAT

ACTIVITE : Support Assurance Qualité

Rédigé par: François Angerand HSE-TS-SPP Responsable du Support Assurance Qualité	Vérifié par: Christophe Delamare HSE-TS-SPP Chef de section	Approuvé par: Christophe Delamare HSE-TS-SPP Chef de section
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Document diffusé à
François Angerand (HSE-TS-SPP) Responsable du Support Assurance Qualité
Publication sur le Website de l'unité HSE



What I have to do and what I should not do

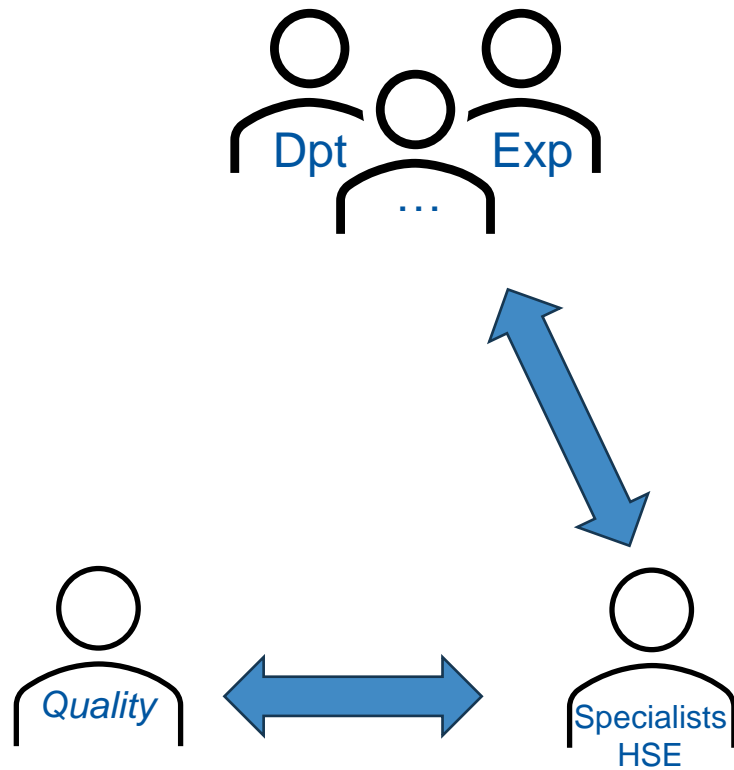
L'impression de ce document n'est pas maîtrisée. Vérifiez le statut EDMS pou

EDMS 2721809 v.0.4 status Released access Public PDF from mandat_...ACTIVITE_SUPPORT_ASSURANCE_QUALITE-v0-4.docx modified 2022-04-11 17:19





Customer - Supplier



You make
quality





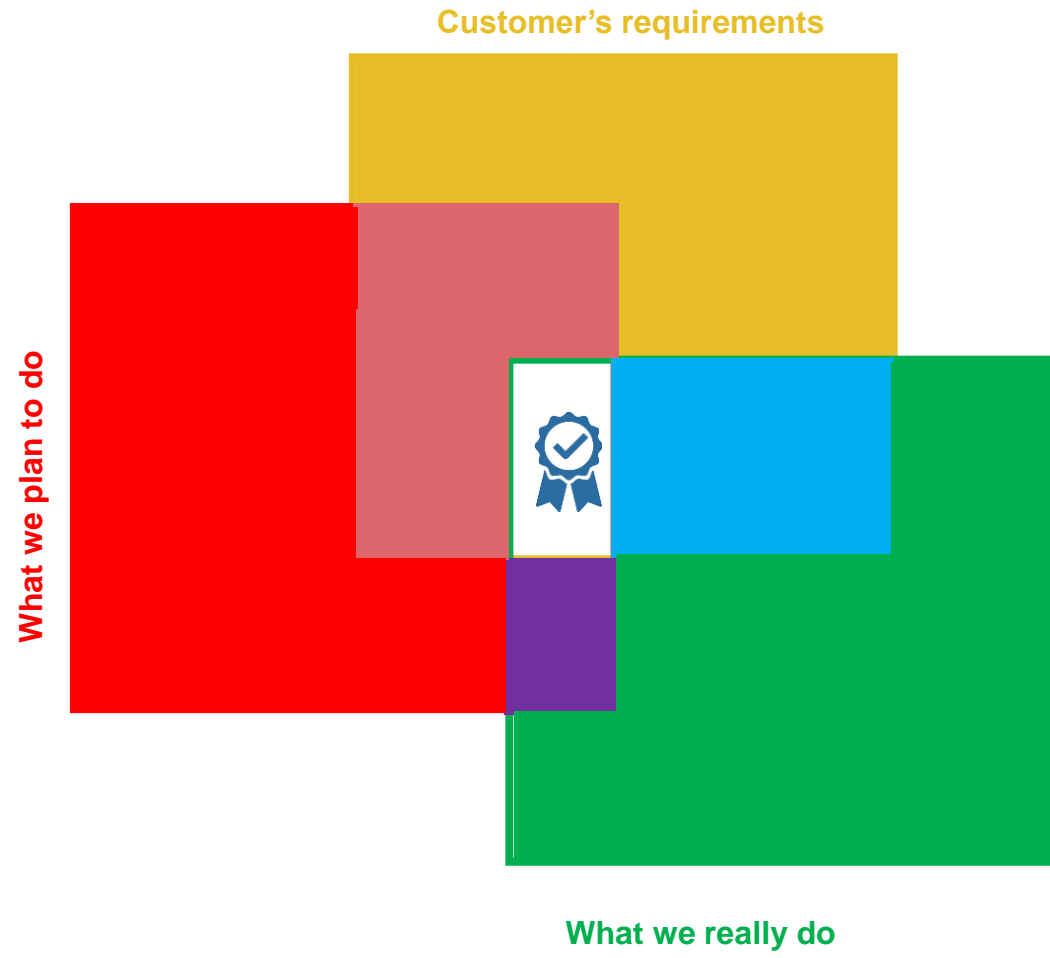
Customer's requirements

What we plan to do

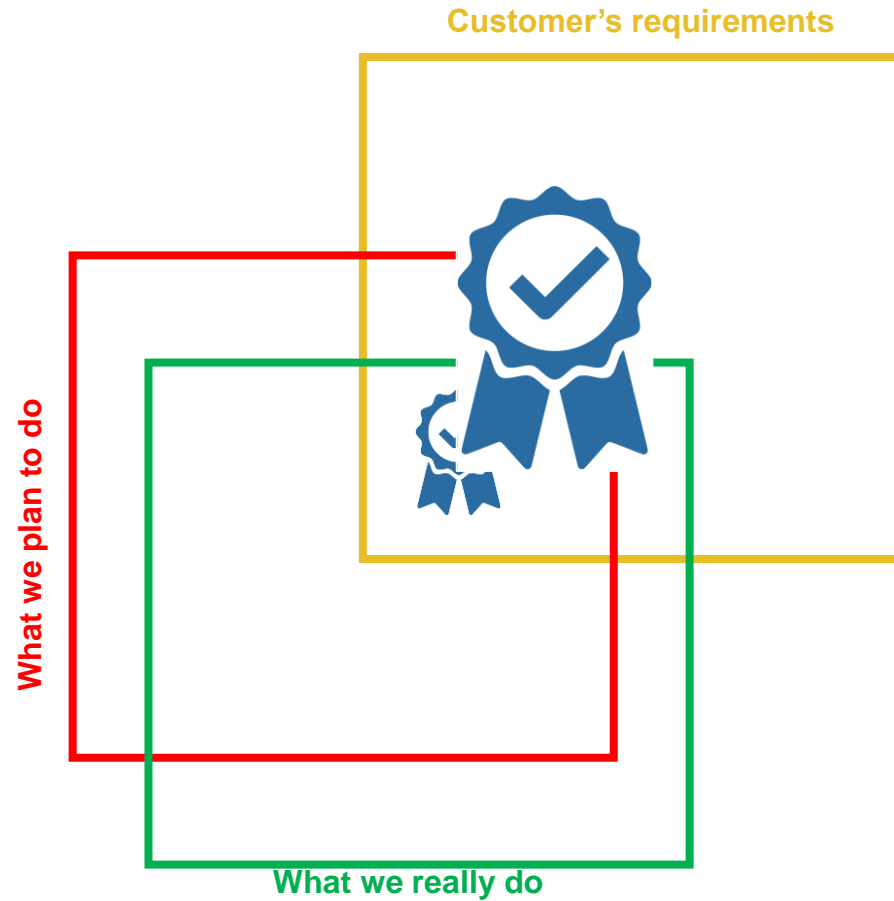


What we really do





How to improve the level of quality?

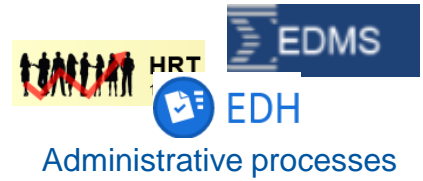


**Bring the
3 squares
closer**

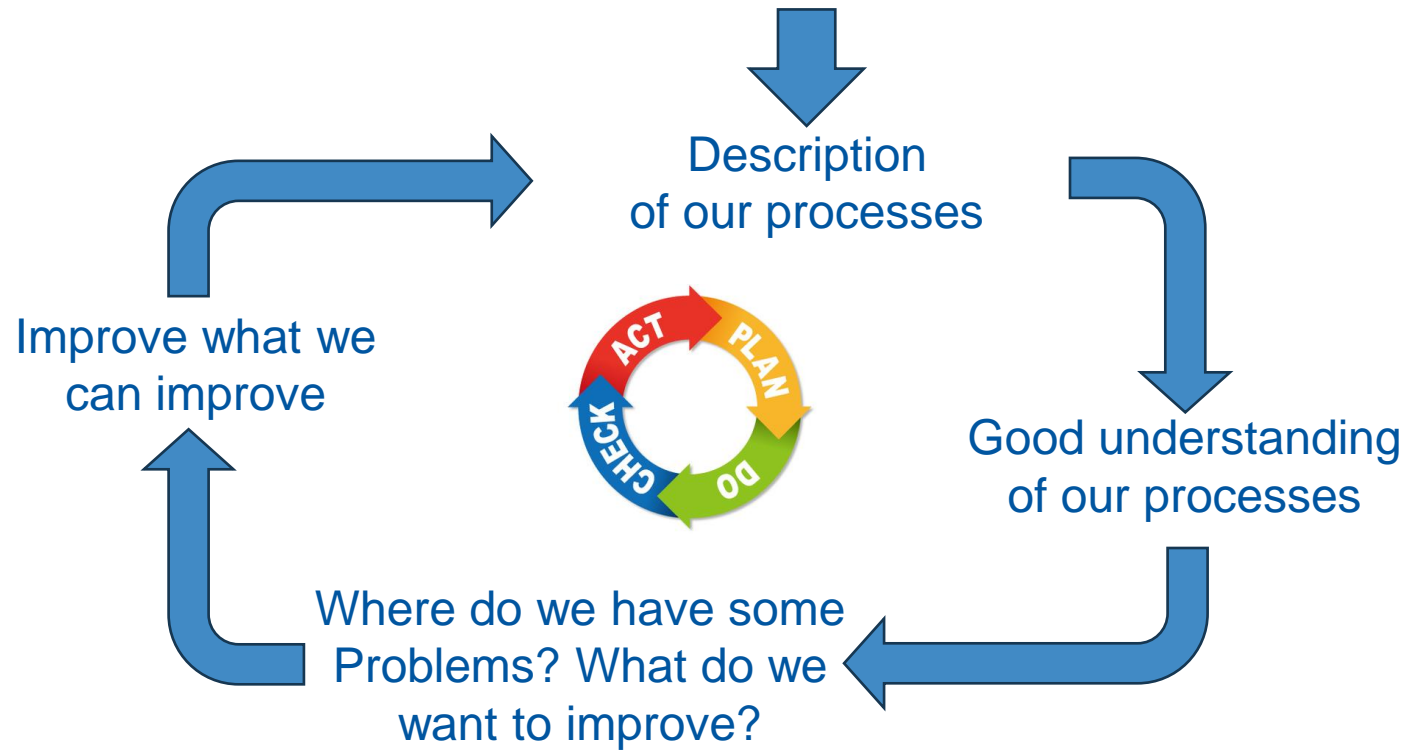
Reminder: Need to get along
What I have to do and
What I should not do

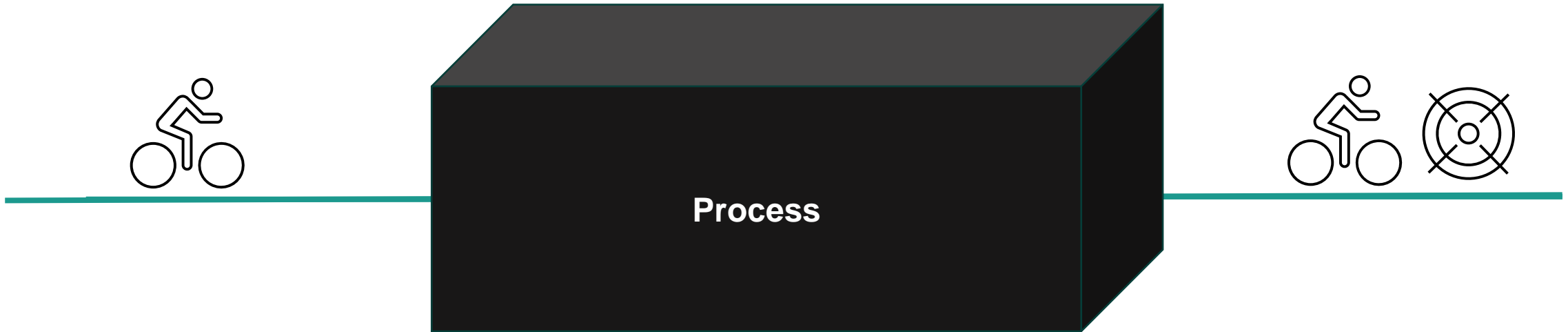


How to bring squares closer?



How to optimise processes?





Reality, not what we believe nor what we wish?





Process

Reality is different from what we believe

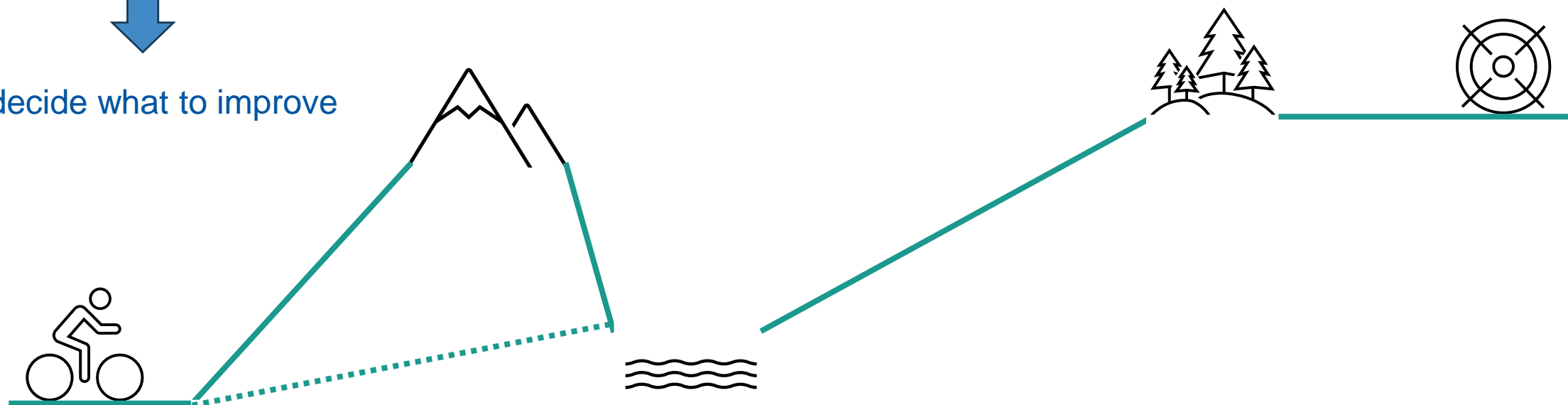
First step: describe the reality, not what we believe nor what we want to do



Second step: analyse the process



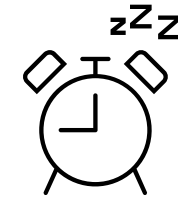
Third step: decide what to improve



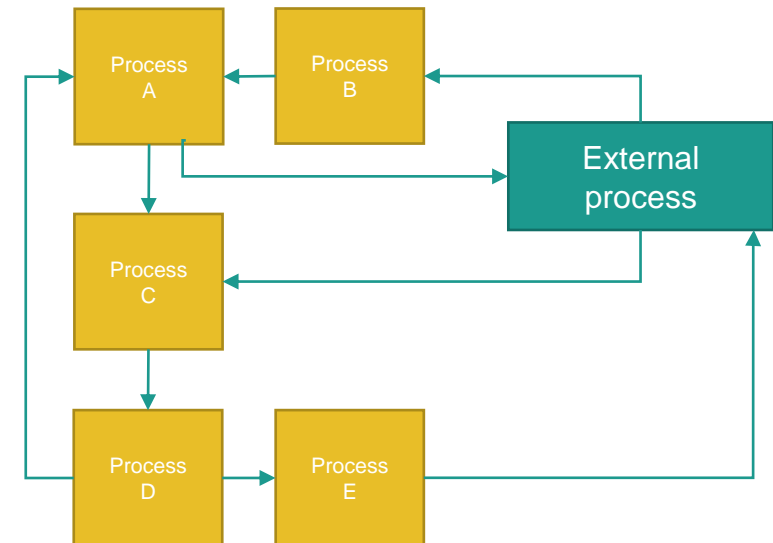
Our activities are a succession of processes



The dream



The reality



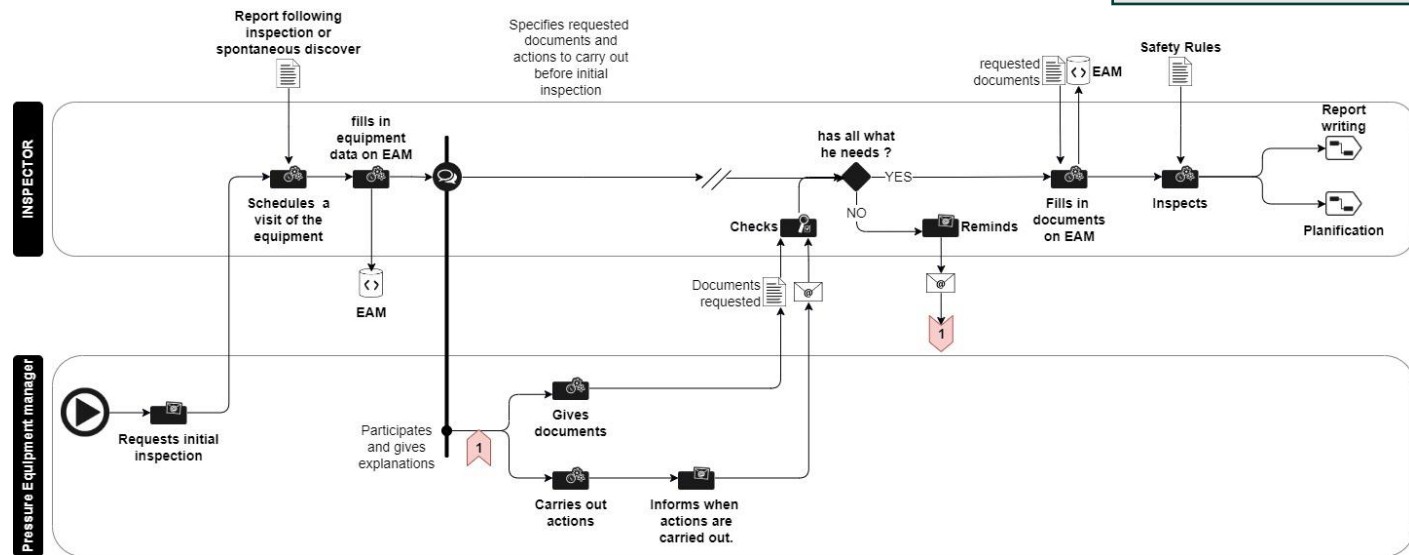
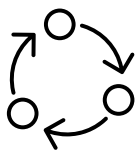
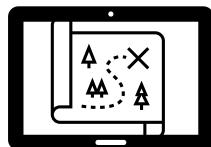
We need a tool and a formalism to understand



The tool



Draw.io



The formalism

A special thanks to **Pierre Bonnal** (as creator) and **Stephan Petit** (as promoter):

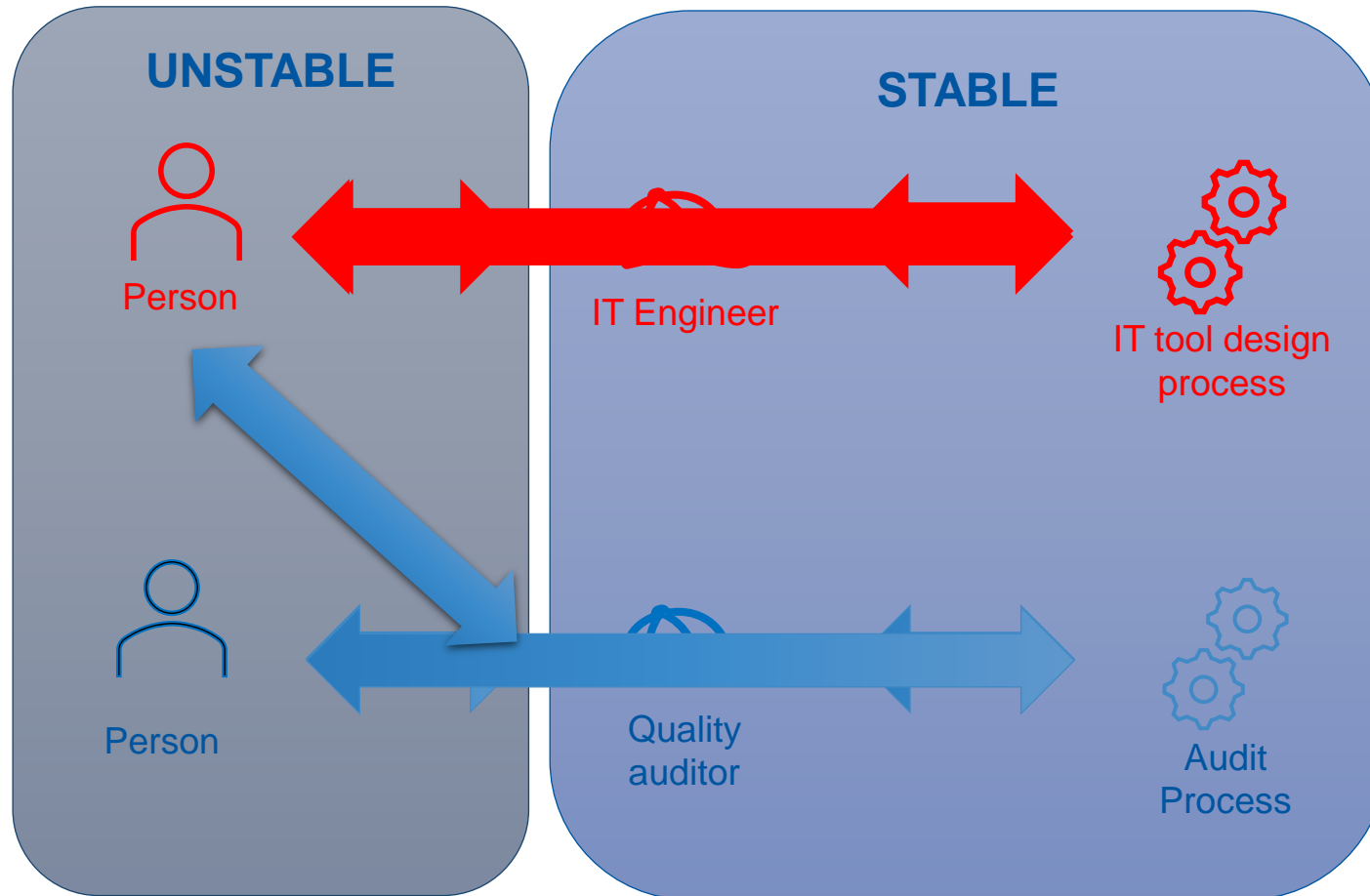
- *YACA with Draw.io – Guidelines” – EDMS 2143570*
- *“A Quick and Dirty Yaca Diagramming Tutorial” – EDMS 1715074*
- *«YACA with Draw.io – The YACA library” EDMS 2143571*
- *“How to read a process described in a Yaca diagram ? “ - EDMS 2266859*
- *« YACA Une démarche de conception de processus foncièrement collaboratifs » - EDMS 1513319*



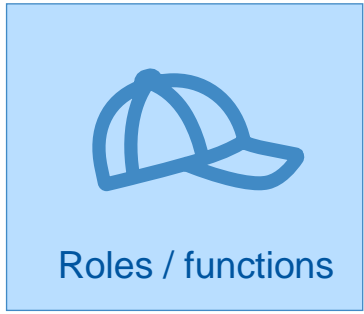
What should we consider, persons or roles/functions?



Roles / functions



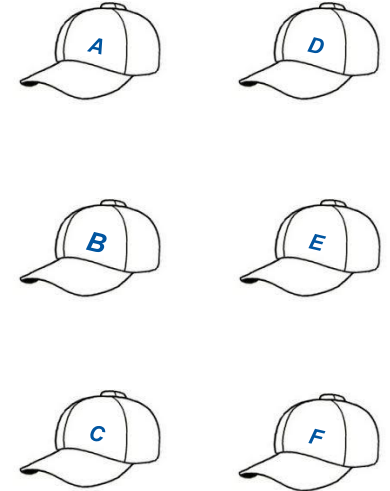
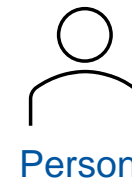
Who does what?



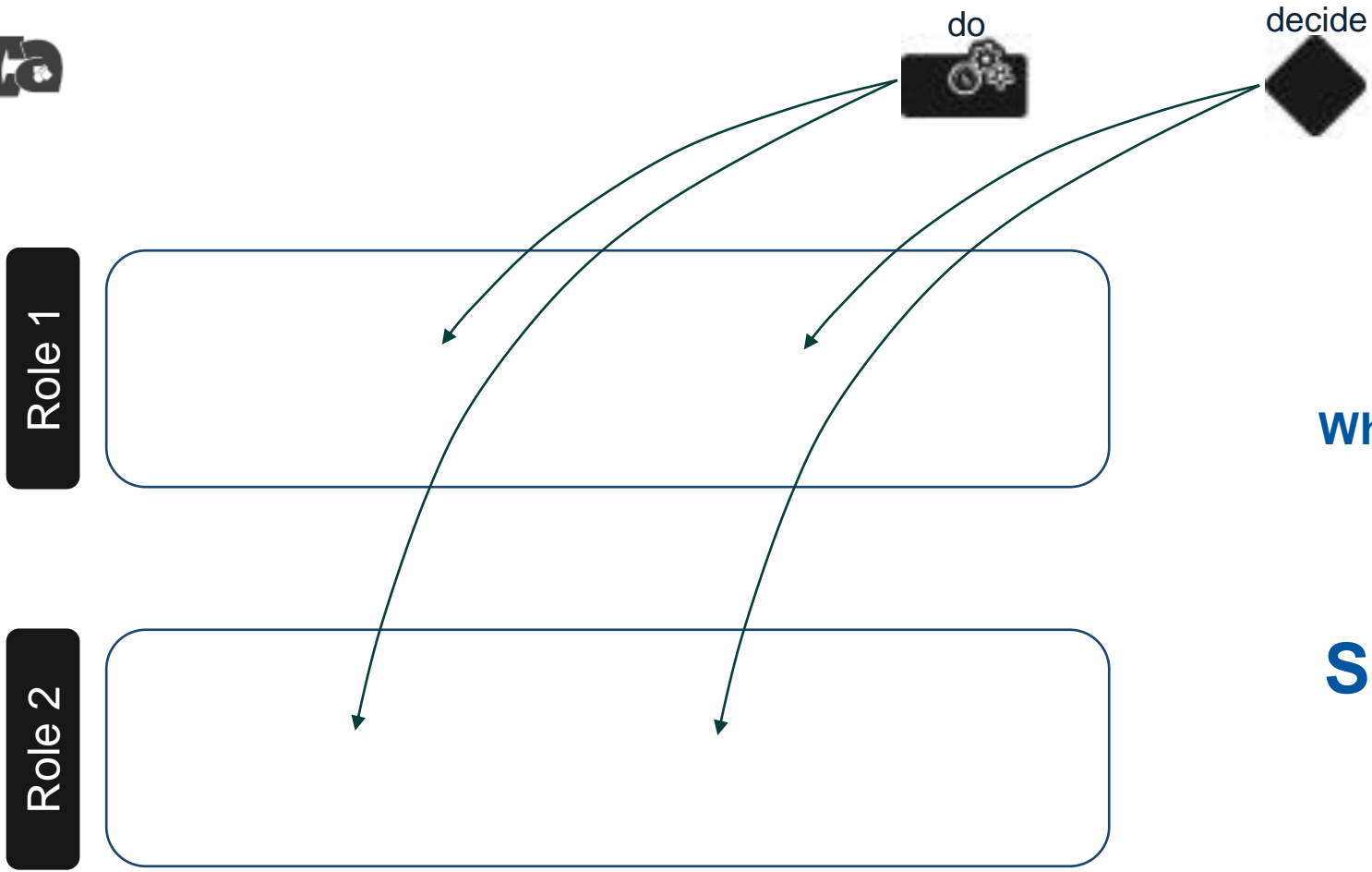
**Allocate each
role / function**



Matrix



Who acts, who decides?



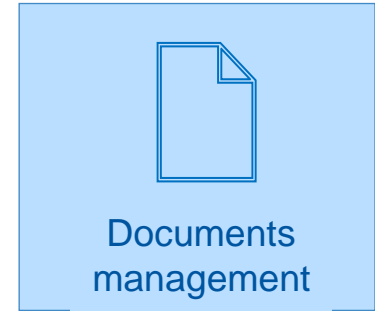
Who does what?
Who is responsible for what?
Who has the authority (power) to do?



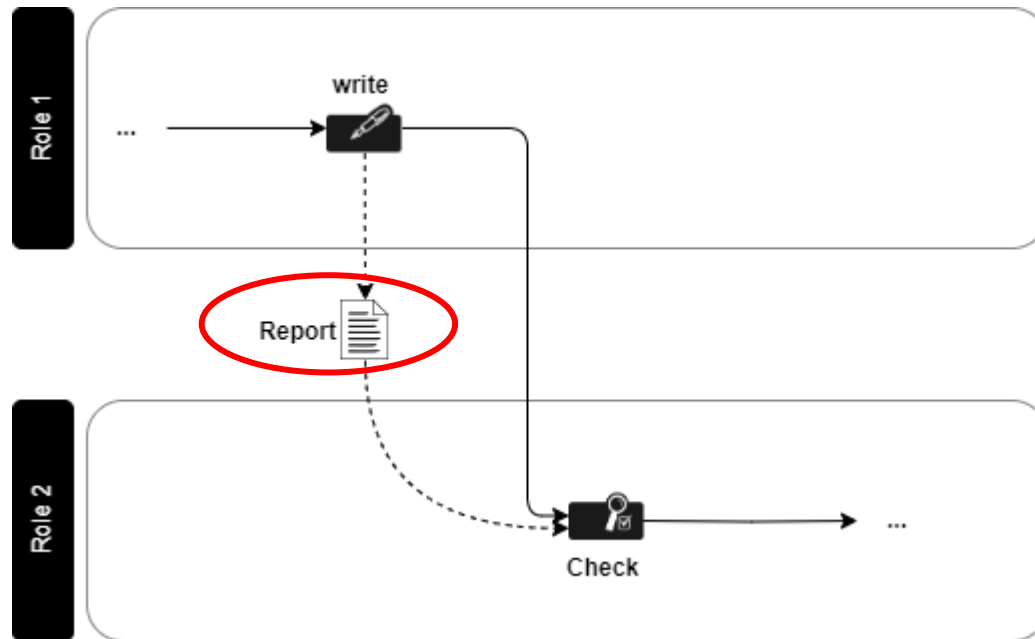
**Specify Responsibilities
and authorities**



We have a lot of documents to manage



CERN Document Server



What reference?
Where to store it?
How to ensure I have the last version



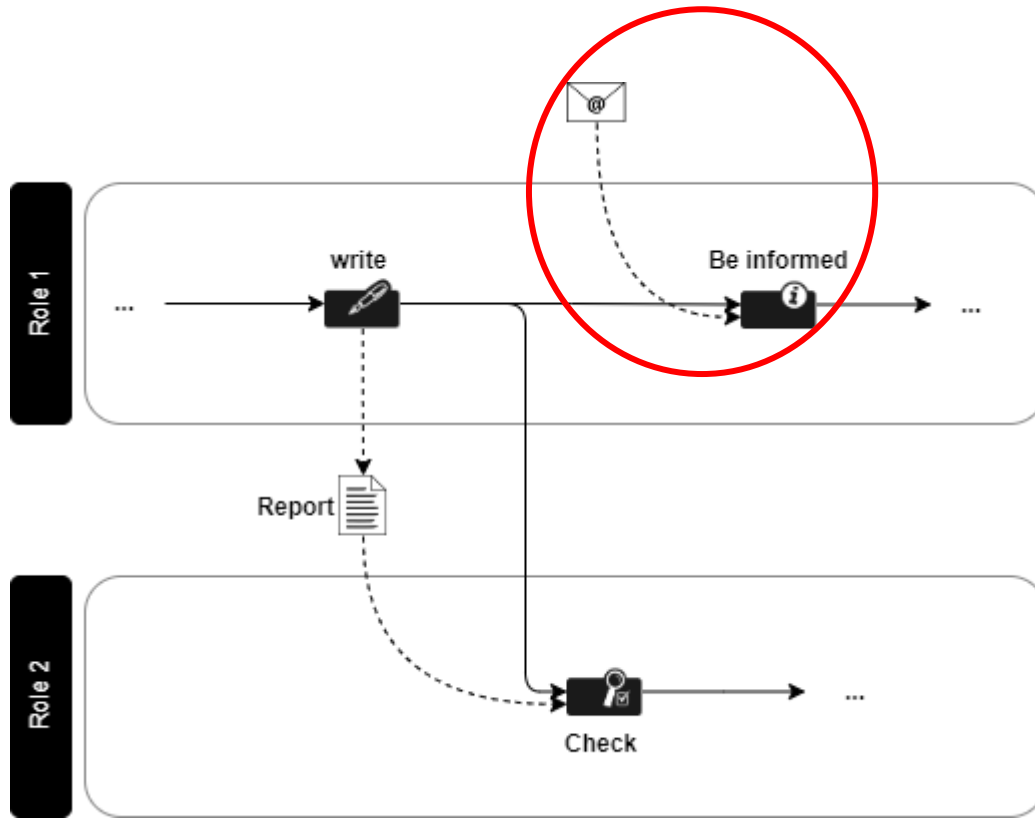
Document management



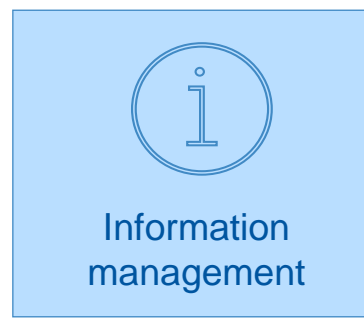
We have a lot of information to manage



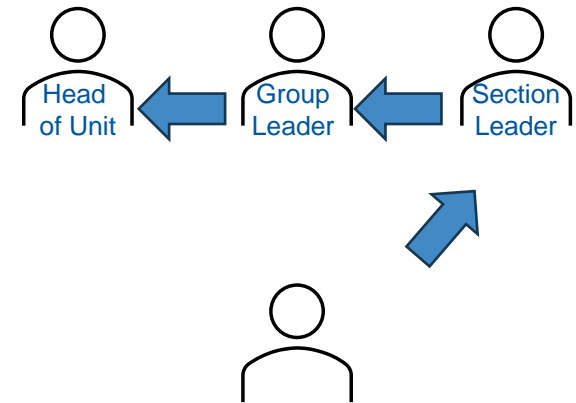
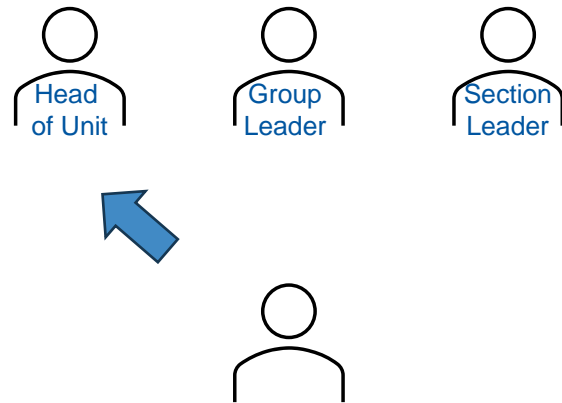
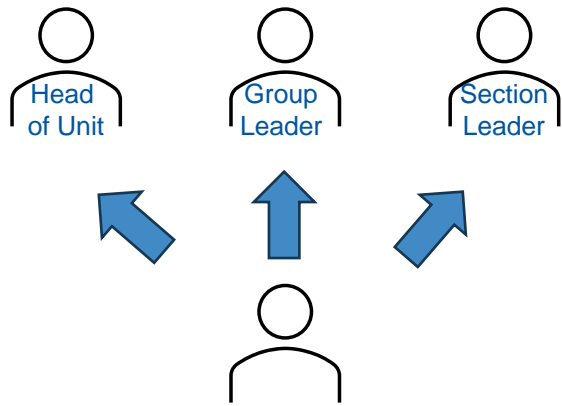
Information
management



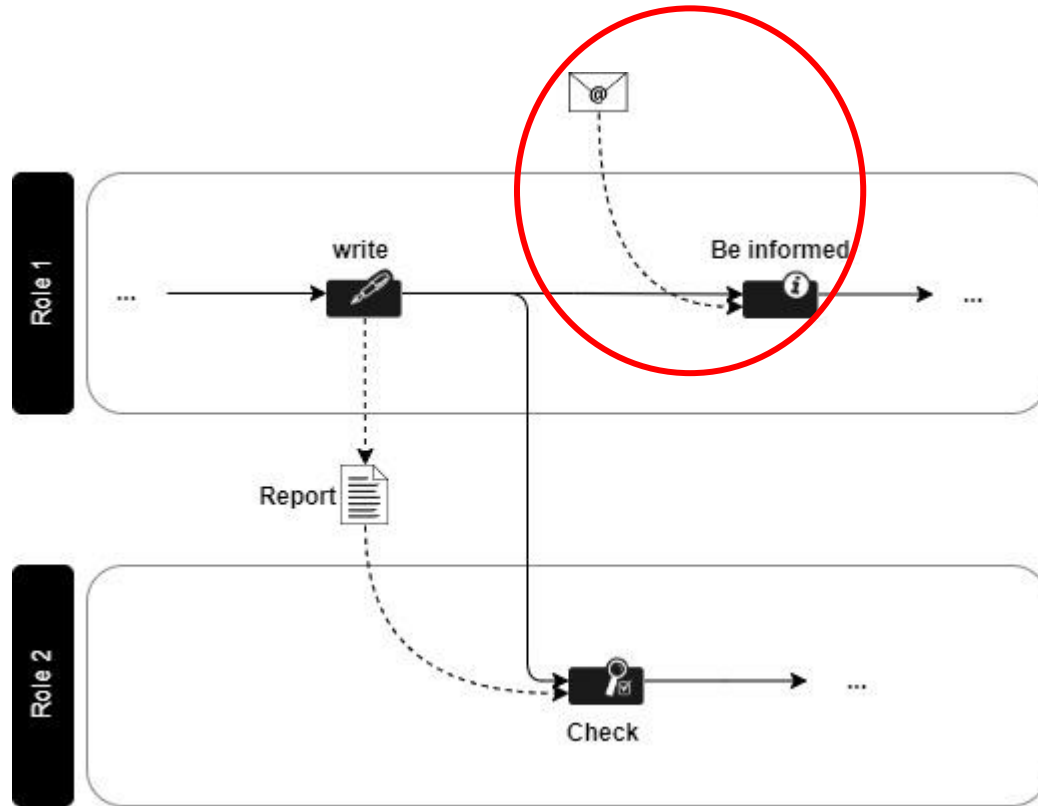
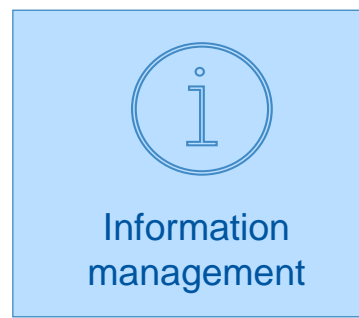
What do we do when we receive information?



under-informed
over-informed
informed



We have a lot of information to manage



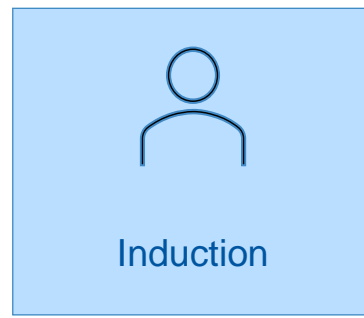
What do we do with this information
Forward it?
Store it?



Information management



New arrivals: Discovery or induction?



New arrival

Poor efficiency

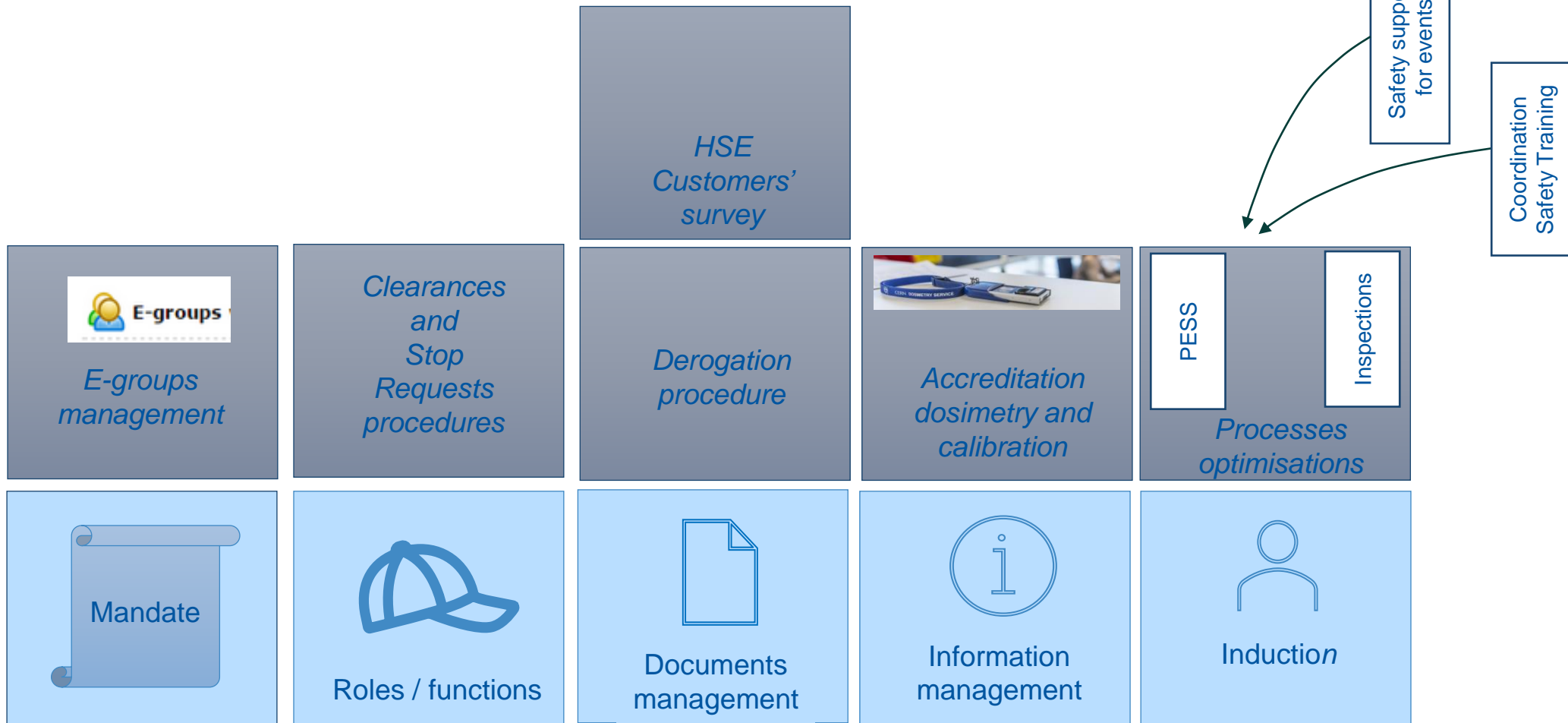
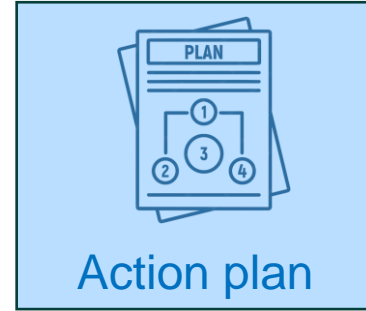


Induction process to be optimised

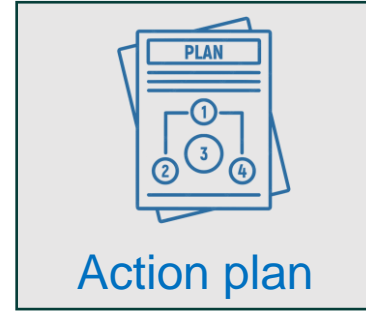
Better efficiency



Quality Action Plan needed



Quality Action Plan advancement



Done

In progress

To be done

**HSE
Customers'
survey**

EDMS 2728866
*E-groups
management*

EDMS 2890083
and 2911158
*Clearances
and
Stop Requests
procedures*

EDMS 2220932
*Derogation
procedure*

EDMS 1806106
*Accreditation
dosimetry and
calibration*


PESS
Inspections
*Processes
optimisations*


EDMS node
CERN-0000228367
and HSE Website
Mandate

EDMS 2790094

Roles / functions

EDMS 2156551
and 2776380
Document
management

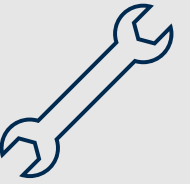
EDMS 2729403

Information
management


Induction

Safety support
for events

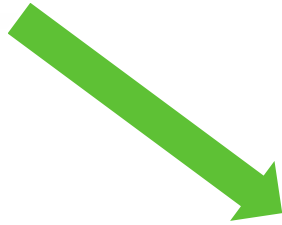
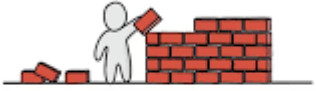
Coordination
Safety Training

Two possibilities to implement

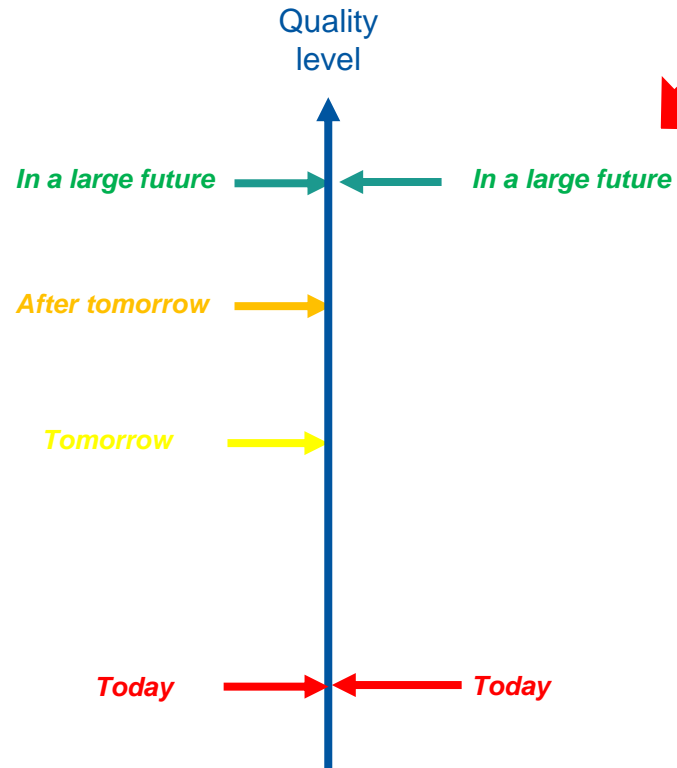
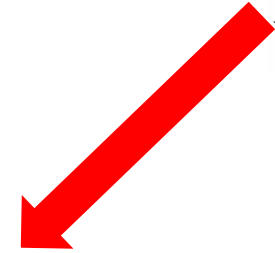
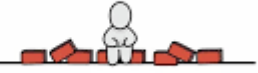


Implementation

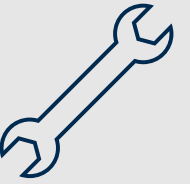
“CONTINUOUS IMPROVEMENT”



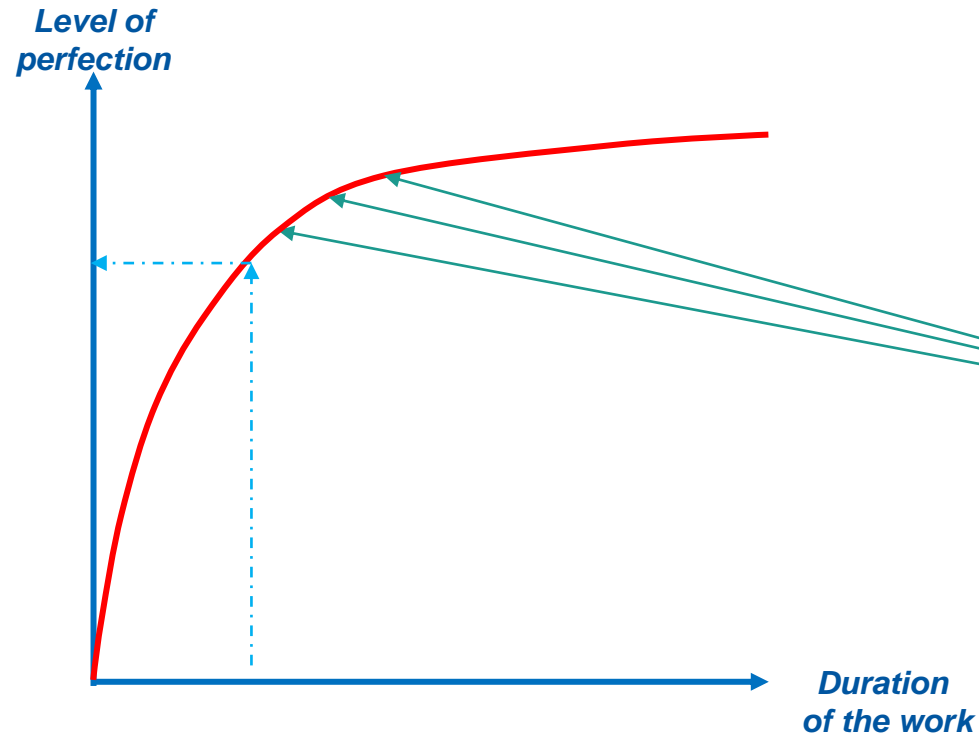
“DELAYED PERFECTION”



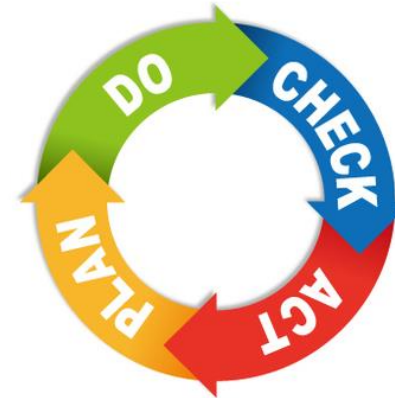
Continuous improvement



Implementation



**Quality Assurance Support
needs your feedback to
turn the wheel**

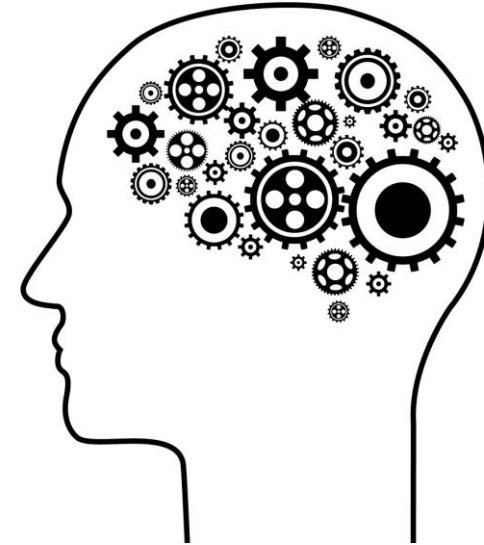


So

Administrative burden ?

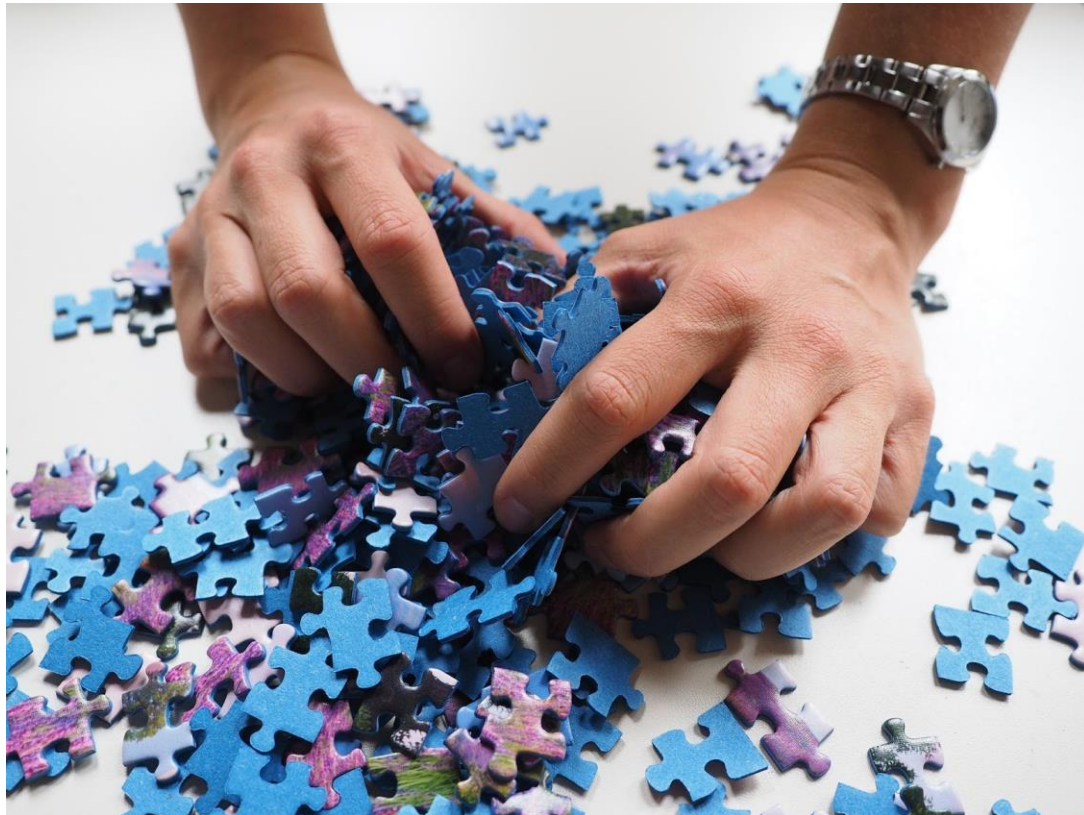


or simply common sense ?



And now?

Now, you can play, **HAVE FUN!**



96

days of work

Now, I can prepare my retirement!



Thank you for your attention

