



Indian Point 2  
**Operations**  
2001 Business Plan

Plan Manager: John Ferrick

Submitted: \_\_\_\_\_

Date: \_\_\_\_\_

Sr. Management Sponsor: Bob Masse

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

## OPERATIONS

### 2001 Business Plan Summary

#### **OVERVIEW:**

The Operations department provides safe and conservative operation of the Indian Point 2 nuclear reactor. The safe, reliable generation of electricity is maintained by performing surveillance tests, scheduling work to maintain the maximum margin of safety and efficiency, developing and improving our skills, and using training and operating experience. Self-assessment of our plant operations aids in establishing an ever improving standard for us and our station.

Our department has used constructive feedback from various assessment regulatory reports and operators to identify several key focus areas for improvement. The key focus areas include aspects of Procedures, Operator Knowledge, Facilities, Leadership, and Staffing. The focus areas picked are designed to improve the overall safe, reliable, efficient operation of the plant. This business plan is constructed to delineate the required actions to achieve our goals in the stated focus areas.

#### **FOCUS AREAS (“PR” indicates Project Request):**

##### Procedures:

- Improve the quality of Operations Procedures (PR) [funded]

##### Operator Knowledge:

- Improve the depth and breadth of Operator knowledge

##### Operations Leadership:

- Improve key Supervisory personnel leadership skills (Root Cause, Communications and Conflict Resolution) [funded]
- Review expectations within Operations to ensure they are consistently reinforced
- Review Operations activities to reduce/eliminate activities that are burdensome and add little or no value
- Provide short term limited Shift Manager mentoring focused on leadership skills
- Incorporate the Control Room Supervisor fully into the OPS Management team

##### Labeling:

- Improve Plant labeling at IP2 to be consistent with industry standards [**Not funded**]

##### Staffing:

- Develop a staffing plan to plan for future personnel rotations and provide an Operational focus throughout the site organization.

##### Facilities:

- Provide a storage and pre-staging facility for test equipment, rigs, fire protection equipment and normal consumables
- Implement a consumable reduction effort.

**GOALS:**

The overall goal of the business plan is to improve or sustain Operations performance in select focus areas. This is to be accomplished by:

- ◆ Achieving and sustaining a Licensed Operator Training Index greater than 88%. The index is a weighted average of written and simulator performance (75% Written, 25% Simulator).
- ◆ Reducing the average age of procedure change requests (Communications to Staff) to less than 180 days.
- ◆ Maintaining the overall Corrective Action Program Index for Operations greater than 27.
- ◆ Meeting the milestones set to upgrade the Abnormal Operating Instructions (AOIs).
- ◆ Meeting the milestones set to upgrade the Emergency Operating Procedures (EOPs).
- ◆ Implementing a common procedure Writer's Guide, Distribution Process and Revision Process that is utilized by all station groups that own procedures. **(Not Funded)**
- ◆ Maintaining Operator Workarounds less than or equal to 2 per watch and less than or equal to 8 total.
- ◆ Maintaining the Operator Workaround Burden Time to less than 60 minutes per watchstation.
- ◆ Maintaining total Central Control Room Deficiencies (CCRDIs) less than or equal to 10.
- ◆ Achieving 100% NPO qualifications for 8 NPOs
- ◆ Achieve 8 SRO cross qualifications (FSS to CRS, etc.)

**EXPECTED RESULTS:**

- ◆ A broad range of Operations staff is actively and effectively involved in key plant activities.
- ◆ Operators have the training, equipment, resources and procedures to safely and successfully respond to expected as well as unexpected plant responses.
- ◆ Operators know basis of activities that they perform or know how to get it.
- ◆ The activities of on shift Operators are focused on safe, efficient and reliable operation.
- ◆ Benchmarking and attendance to industry seminars is utilized to input process improvements.

## OPERATIONS

### 2001 Project Request

**Title:** Operations Staffing

**Description:** Raise the staffing level within the Nuclear Plant Operator (NPO) and Watch Engineer (WE) positions. (5NPO/5WE)

**Justification:** Increasing the staffing level in these targeted areas supports the ability to provide Operations focus throughout the station. This can be accomplished by effective long range staffing and rotational planning (keeping the OPS “pipeline” flowing).

Other benefits include:

- Allows Operations to be self-relieving amongst all watch stations.
- Allows Operational flexibility to optimally match the attributes of personnel with available positions

**Environmental, Health, & Safety Impact:**

**Action Plan Reference:** Operations Leadership

#### FUNDING

Departments		Actual to Date	2001	2002	2003	2004	Total
Operations	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
<b>PROJECT TOTAL</b>	Hum Res O&M Capital XM						

**Proposed By:** Pat von Staden

**Date:** 7/13/00

**Dept. Manager Approval:** John Ferrick

**Date:**

**2001 Budget Approval By:**

**Date:**

## OPERATIONS - #1

### 2001 Project Request

**Title:** Emergency Operation Procedure (EOP) Upgrade Specification

**Description:** ERG 1C EOP REVISION SPECIFICATION

On or before (10/31/01) an EOP revision that implements the requirements of ERG 1C shall be implemented. All bid specs are for the ERG Rev 1C guidelines and applicable open Direct Work requests. The goal is to have an EOP that is as close as safely practical to the REV 1C and all open Direct Work requests with a minimal deviation document. The IP2 EOPs will effectively be equivalent to ERG Rev. 1D

**Justification:** The Westinghouse Owner's Group will issue Revision of 1D of the Emergency Response Guidelines in 2001. This will be the industry standard. The current version of IP2's EOPs is at the 1B version. We are one of the two Westinghouse Plants that have not upgraded. Upgrading the EOPs will reduce Operator response times in critical scenarios, e.g. at other utilities Steam Generator Tube Rupture response times have been reduced by seven to eight minutes.

**Environmental, Health, & Safety Impact:**

**Action Plan Reference:** Procedure Quality- See NRC Focus Plant letter

#### FUNDING

Departments		Actual to Date	2001	2002	2003	2004	Total
Operations (includes GS)	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
<b>PROJECT TOTAL</b>	Hum Res O&M Capital XM						

**Proposed By:** A.J. Gorman

**Date:** 7/8/00

**Dept. Manager Approval:** John Ferrick

**Date:**

**2001 Budget Approval By:**

**Date:**

# OPERATIONS ACCELERATED IMPROVEMENT PLAN

**Title:** Abnormal Operating Instructions (AOI) Upgrade Specification

**Description:** On or before (12/31/01)

- 1) Convert the 20 identified AOI into two-column format
- 2) Create a flow chart AOI that diagnoses and remedies loss of 138KV, 13.8KV, 6.9KV, 480V and Instrument Bus events
- 3) Rewrite AOI 27.1.9 (Appendix R) into multiple two column/flow charted procedures to deal with CCR non habitability, Appendix R and Non Appendix R events
- 4) Prepare AOI for Fire events
- 5) Develop a basis document for the AOI. This includes the development of the process and an application.

**Justification:**

The industry standard for AOI is two-column with rules of usage consistent with EOP implementation. There are also no background or basis documents for most of the AOI. IP2 has created a few AOI that meet that standard but in order to have a meaningful impact on safety and procedure quality, there needs to be a integrated project level effort involving Operations, Training , Licensing and Engineering.

**Environmental, Health, & Safety Impact:**

**Action Plan Reference: Procedure Quality-** See NRC Focus Plant letter

## FUNDING

Departments		Actual to Date	2001	2002	2003	2004	Total
Operations (includes GS)	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
	Hum Res O&M Capital XM						
<b>PROJECT TOTAL</b>	Hum Res O&M Capital XM						

**Proposed By:** A.J. Gorman

**Date:**

**Dept. Manager Approval:**

**Date:**

**2001 Budget Approval By:**

**Date:**

**ISSUE: Improve the quality of Operations Procedures**

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
<p>Abnormal Operating Instruction Upgrade (\$250 Funded)</p> <ul style="list-style-type: none"> <li>❑ 20 AOIs converted to 2 column format</li> <li>❑ Rewrite AOI 27.1.9 (Appendix R)</li> <li>❑ Prepare an AOI for fire events.</li> </ul>	<ul style="list-style-type: none"> <li>❑ An electronic application for AOI processing using Microsoft Word or WordPerfect and provides AOI setpoint information in a format compatible with Con Ed's Setpoint Information Network (SPIN). The product shall be in compliance with SAO-232, Computer System Quality Assurance Plan, and includes user's guide and code.</li> </ul>	Bob Langerfeld	4/30/01	
	<ul style="list-style-type: none"> <li>❑ Identical paper and electronic version of AOIs in accordance with GSAD-9, Writer's Guide</li> </ul>	Bob Langerfeld	8/31/01	
	<ul style="list-style-type: none"> <li>❑ Verification and Validation performed and comments incorporated as per GSAD-16. Con Ed shall provide Simulator time, one Simulator operator and on operating crew per Simulator Session. The vendor has to prepare schedule at least 45 days in advance for V&amp;V.</li> </ul>	Bob Langerfeld	8/31/01	
	<ul style="list-style-type: none"> <li>❑ A 10 CFR50.59 Safety Evaluation that meets requirements of SAO-460, 10 CFR50.59 Safety Evaluations, and is approved by NS&amp;L Department.</li> </ul>	Bob Langerfeld	9/30/01	
	<ul style="list-style-type: none"> <li>❑ Station Nuclear Safety Committee approved in accordance with SAO-404, Station Nuclear Safety Committee.</li> </ul>	Bob Langerfeld	9/30/01	
	<ul style="list-style-type: none"> <li>❑ Lesson plans for training on the differences between the new AOI and its previous version for Licensed Operator Requalification and Initial Licensed Operator Training</li> </ul>	John Nichols	9/30/01	

	<input type="checkbox"/> AOI Setpoint Verification and Validation performed in accordance with SAO-452. Setpoint information shall be delivered in format and application compatible with existing IP2 setpoint database. All calculations shall be done in accordance with SAO-451.	John Ellwanger	9/30/01	
	<input type="checkbox"/> Existing Lesson Plans reviewed and revised as necessary for LORT and ILOT.	John Nichols	11/30/01	
	<input type="checkbox"/> AOI Simulator Scenarios prepared for ILOT	John Nichols	11/30/01	
	<input type="checkbox"/> LORT and ILOT exam banks ,NPO Field task questions and Job Performance Measures updated	John Nichols	11/30/01	
	<input type="checkbox"/> Develop basis /background document as part of AOI development. This effort to include development of process, administrative procedure(s), and application.	Bob Langerfeld	11/30/01	
	<input type="checkbox"/> Establish ANSI qualified records for all calculations as per SAO-521	Bob Langerfeld	12/31/01	
	<input type="checkbox"/> Training of Licensed Operators. This will involve providing classroom and simulator instructor(s). Con Ed will provide Simulator operator.	John Nichols	12/31/01	
EOP Upgrade (\$700 funded)	<input type="checkbox"/> Identical paper and electronic version of EOP in accordance with GSAD-4, EOP's Writer's Guide	Bob Langerfeld	8/31/01	
	<input type="checkbox"/> An electronic application for EOP processing using Microsoft Word or WordPerfect , that is identical in format, style and capabilities of existing EOP application and provides EOP setpoint information in a format compatible with Con Ed's Setpoint Information Network (SPIN). The product shall be in compliance with SAO-232, Computer System Quality Assurance Plan, and includes user's guide	Bob Langerfeld	8/31/01	



	and code.			
	<input type="checkbox"/> A 10 CFR50.59 Safety Evaluation that meets requirements of SAO-460, 10 CFR50.59 Safety Evaluations, and is approved by NS&L Department.	Bob Langerfeld	8/31/01	
	<input type="checkbox"/> Station Nuclear Safety Committee approved in accordance with SAO-404, Station Nuclear Safety Committee.	Bob Langerfeld	8/31/01	
	<input type="checkbox"/> Complete Deviation Document as per GSAD-3, EOP Procedures Maintenance Program	Bob Langerfeld	12/31/01	
	<input type="checkbox"/> Resolution of open Direct Work Requests dated on or after 09/30/97.	Bob Langerfeld	8/31/01	
	<input type="checkbox"/> EOP Background documents updated as per GSAD-5.	Bob Langerfeld	8/31/01	
	<input type="checkbox"/> Lesson plans for training on the differences between the new EOP and its previous version: <ul style="list-style-type: none"> <li><input type="checkbox"/> Licensed Operator Requalification</li> <li><input type="checkbox"/> Initial Licensed Operator Training</li> </ul>	John Nichols	8/31/01 10/31/01	
	<input type="checkbox"/> Existing Lesson Plans reviewed and revised as necessary: <ul style="list-style-type: none"> <li><input type="checkbox"/> Licensed Operator Requalification</li> <li><input type="checkbox"/> Initial Licensed Operator Training</li> </ul>	John Nichols	8/31/01 10/31/01	
	<input type="checkbox"/> EOP Simulator Scenarios prepared for ILOT	John Nichols	10/31/01	
	<input type="checkbox"/> LORT and ILOT exam banks, NPO Field task questions and Job Performance Measures updated	John Nichols	8/31/01	
	<input type="checkbox"/> EOP Setpoint Verification and Validation performed in accordance with SAO-452 for changed setpoints.	John Ellwanger	8/31/01	

	<p>Setpoint information shall be delivered in format and application compatible with existing IP2 setpoint database. All calculations shall be done in accordance with SAO-451.</p> <ul style="list-style-type: none"> <li>❑ Verification and Validation performed and comments incorporated as per GSAD-6 and GSAD-7. Con Ed shall provide Simulator time, one Simulator operator and on operating crew per Simulator Session. The vendor has to prepare schedule at least 45 days in advance for V&amp;V.</li> <li>❑ Establish ANSI qualified records for all calculations as per SAO-521.</li> <li>❑ Support Training of Licensed Operators. This will involve providing classroom and simulator instructor(s). Con Ed will provide Simulator operator</li> </ul>	<p>Bob Langerfeld</p> <p>Bob Langerfeld</p> <p>John Nichols</p>	<p>8/31/01</p> <p>12/31/01</p> <p>10/31/01</p>	
Reduce the number of revisions	<ul style="list-style-type: none"> <li>❑ 2 year watch review of operating procedures, excluding graphs, EOPs, OADs, SAOs, TOIs (V&amp;V included as appropriate)</li> <li>❑ 1 procedure review per crew per week</li> <li>❑ Reduce CTS backlog average age to 180 days</li> </ul>	<p>Mark Miller</p> <p>SM</p> <p>Mark Miller</p>	<p>12/31/02</p> <p>12/31/02</p> <p>12/31/01</p>	
Backlog - \$230 funded	<ul style="list-style-type: none"> <li>❑ Staff augmentation to support required procedure revisions</li> <li>❑ Special review of Operations SAOs and OADs to combine/eliminate as required</li> </ul>	<p>Al Gorman</p> <p>Al Gorman</p>	<p>1/31/01</p> <p>10/1/01</p>	
Combine DSRs, DCRs, daily and weekly PTs	Combine DSRs, DCRs, daily and weekly PTs as appropriate	Al Gorman	6/1/01	

Convert some admin documents into procedures	<input type="checkbox"/> Convert OAD 10 into an AOI <input type="checkbox"/> Convert OAD 11 into a SOP <input type="checkbox"/> Convert SAO-219 into a SOP	Bill Watson Bill Watson Tony Reese	1/31/01 6/30/01 6/30/01	
<b><u>ISSUE:</u> Improve the depth and breadth of Operator knowledge</b>				
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Review Lessons Learned from 2000 Annual Exams	<input type="checkbox"/> Perform a review of the 2000 Requalification Exams for generic topic weaknesses to include in 2001 Requal Cycle. <input type="checkbox"/> Add training topics identified in review above to the 2001 requal schedule (CRC)	J. Nichols J. Nichols	12/20/00 2/1/01	
Improve personal accountability for training	<input type="checkbox"/> Evaluate additional Performance Improvement Plan criteria based on continued marginal performance <input type="checkbox"/> Topic at OM training time.	Pat von Staden J. Ferrick	5/1/01 1/31/01	
Revise training curriculum to support identified areas	<input type="checkbox"/> Perform an assessment of the “baseline” operator knowledge <input type="checkbox"/> Present assessment results to the OPS Curriculum Review Committee <input type="checkbox"/> Revise training content as determined by CRC and assessment results	J. Nichols J. Nichols J. Nichols	2/1/01 2/28/01 3/15/01	

<b>ISSUE: Improve key supervisory personnel leadership skills</b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>
Leadership Skills Training  (\$90 funded for training and benchmarking)	<input type="checkbox"/> Identify the key personnel to attend (~15 people – SMs, Staff, 1/3 of CRS/FSS)	G. Dean	1/15/01	
	<input type="checkbox"/> Identify the training needed to address the skill development required	G. Dean	2/1/01	
	<input type="checkbox"/> Schedule the training	Pat von Staden	2/28/01	
	<input type="checkbox"/> Provide limited shift mentoring for key supervisory personnel	G. Dean	10/31/01	
Industry Seminars and Workshops (Benchmarking)	<input type="checkbox"/> Identify available seminars, workshops and benchmark “focus areas”	SM	1/31/01	
	<input type="checkbox"/> For benchmarking focus areas, work with INPO to determine the top performing plants (Entergy) in the desired “focus areas”	Pat von Staden	2/15/01	
	<input type="checkbox"/> Schedule and go on the trips (12)	Various	12/31/01	

**ISSUE: Review expectations within Operations to ensure they are consistently reinforced**

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Review current expectations	<input type="checkbox"/> Review standards and expectations against applicable administrative documents (OADs, SAOs, etc). Particular Attention needs to be paid to “verbal” expectations that may exist.	SM	12/31/01	
	<input type="checkbox"/> If not in agreement, reconcile the two such that they are in agreement.	Mark Miller	12/31/01	
	<input type="checkbox"/> Issue revised Standards and Expectations document	John Ferrick	12/31/01	
Minimize “verbal” expectations	<input type="checkbox"/> Review and revise OADs to establish a process for publishing and training on new Operations expectations. Keep expectations in synch with our documentation	Pat von Staden	6/1/00	

**ISSUE: Review Operations activities to reduce/eliminate activities that are burdensome with little or no “value added”**

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Eliminate excessive administrative requirements	<input type="checkbox"/> Perform a review of the Work Permit Program to evaluate administrative burden reduction.	Bill Smith	3/31/01	
	<input type="checkbox"/> Watch review selected OADs to identify redundant or excessive administrative requirements.	SM	8/1/01	
	<input type="checkbox"/> Revise OADs as appropriate to incorporate the review comments	Mark Miller	12/31/01	
Self Assessments	<input type="checkbox"/> Self Assessment - Shutdown Risk	Bill Smith	3/31/01	
	<input type="checkbox"/> Self Assessment – Generation Support	Al Gorman	6/30/01	
	<input type="checkbox"/> Self Assessment – Ops Training	John Ferrick	9/30/01	
	<input type="checkbox"/> Self Assessment – Corrective Action Topic	Pat von Staden	12/31/01	

**ISSUE: Improve plant labeling to be consistent with industry standards**

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Not funded	<input type="checkbox"/> Discuss status with John Groth	OM	6/30/01	

**ISSUE: Develop a staffing plan to plan for future personnel rotations and providing an Operational focus throughout the site organization**

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
	Develop a three year staffing plan	J. Ferrick	1/31/01	

**ISSUE: Provide a storage and pre-staging facility for test equipment and rigs**

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
	<input type="checkbox"/> Identify location of storage facility  <input type="checkbox"/> Set up facility  <input type="checkbox"/> Order and stock equipment	Pete Schoen  Pete Schoen  Pete Schoen	2/28/01  5/1/01  11/1/01	

**ISSUE: Incorporate the Control Room Supervisor fully into the OPS Management team**

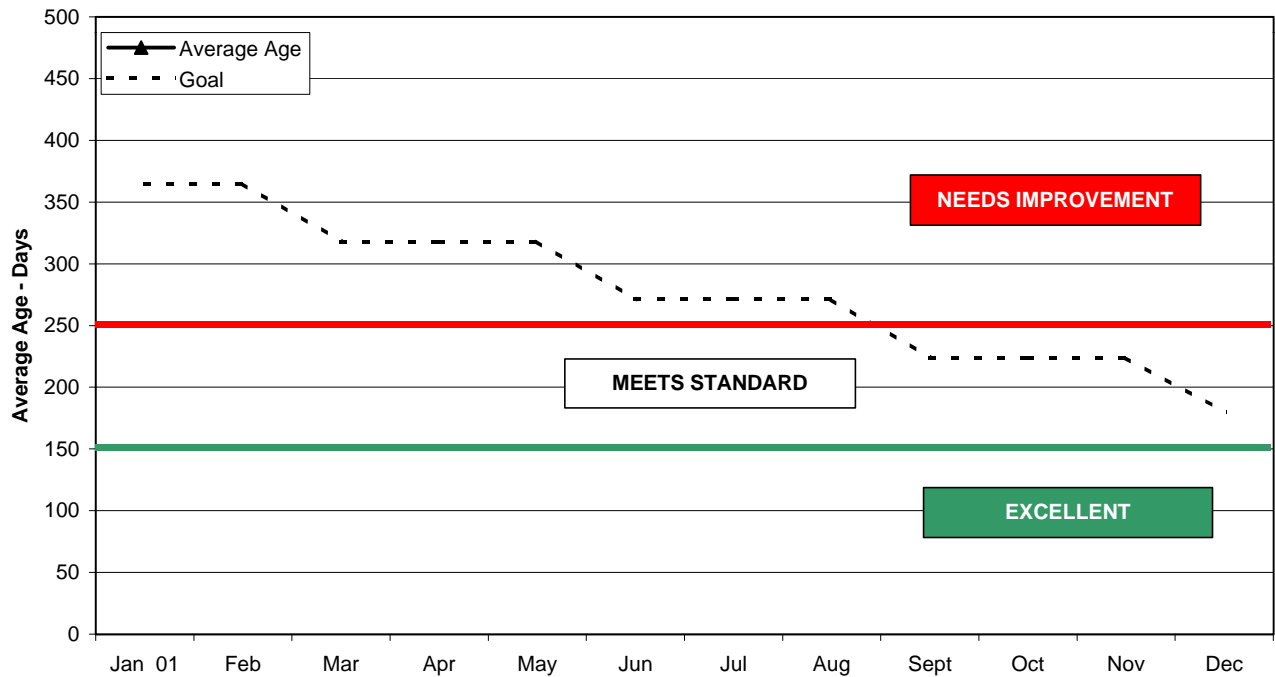
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Team Integration	<input type="checkbox"/> Complete preliminary assessment of CRS reorganization  <input type="checkbox"/> Revise 2001 business plan to incorporate required changes	Greg Dean  Pat von Staden	12/31/00  4/30/01	
Physical layout revision	<input type="checkbox"/> Work with consulting firm to identify control room layout changes needed  <input type="checkbox"/> Prepare Request for Engineering Services (RES).	G. Dean  G. Dean	12/31/00  4/30/01	

<b>ISSUE: Implement a consumable reduction effort</b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>
Reduce Water Bill	<input type="checkbox"/> Billing Review with NYC Engineering Firm	A Gorman M. Wuebber	4/30/01	
	<input type="checkbox"/> Water and Steam consumption review.	J Ferrick/ Kathy Coleman	3/31/01	
	<input type="checkbox"/> Evaluate the need to add water meters to individual station facilities	Larry Burbige/ Kathy Coleman	3/31/01	
Reduce Electricity Bill	<input type="checkbox"/> Business Services to create 2 budget lines. One for OPS based on Station Aux Transf and Unit 1 Light & Power meter readings for the power block. A second item for Facilities for non-power block loads	A Gorman, M Wuebber, H Sager, K Coleman	3/31/01	
	<input type="checkbox"/> Evaluate if there is a financial incentive to the company to install meters for divestiture. Is so, install the meters	T McCaffrey, K Coleman	3/31/01	
Reduce Fuel Oil Bill	<input type="checkbox"/> Evaluate securing the House Service Boilers during the summer months (Chem/OPS/System ENG).	D Willman, L Burbige, J Ferrick	2/28/01	
	<input type="checkbox"/> Items to consider include: <input type="checkbox"/> Layup Chemistry control <input type="checkbox"/> How to maintain the boiler for short term startup	L Burbige, A Gorman	5/30/01	
Reduce Gas Bill	<input type="checkbox"/> Perform a field walkdown to identify material problems to the work control system (OPS/CHEM)	G Dean, L Burbige, T Teague	2/28/01	
	<input type="checkbox"/> Review the applications that use gas and determine if it is still needed (OPS/CHEM/Sys ENG)	L Burbige, B Durr, T Teague	4/30/01	
	<input type="checkbox"/> Review bottled gas consumption to determine users and applications. (MAINT)	V Perry	3/31/01	



	<input type="checkbox"/> From the gas consumption review, determine if gas application is still required (OPS/CHEM/Sys ENG).	L Burbige, B Durr, T Teague	6/30/01	
Reduce Insurance	<input type="checkbox"/> Review our billing rates to determine if there are conditions or risk issues that we can remediate to lower rates	P O'Brien, H. Sager	2/28/01	
Coordinator	<input type="checkbox"/> Appoint one coordinator for each of the above topics to oversee and support programs on a continuing basis.	John Ferrick	1/31/01	
<b><u>ISSUE:</u> Station Procedure Process Upgrade</b>				
<b>GOAL</b>	<b>ACTIONS</b>	<b>OWNER</b>	<b>EXPECTED COMPLETION DATE</b>	<b>STATUS</b>
Not funded	<input type="checkbox"/> Discuss status with John Groth	OM	6/30/01	

## Operations Department COMMUNICATIONS TO STAFF



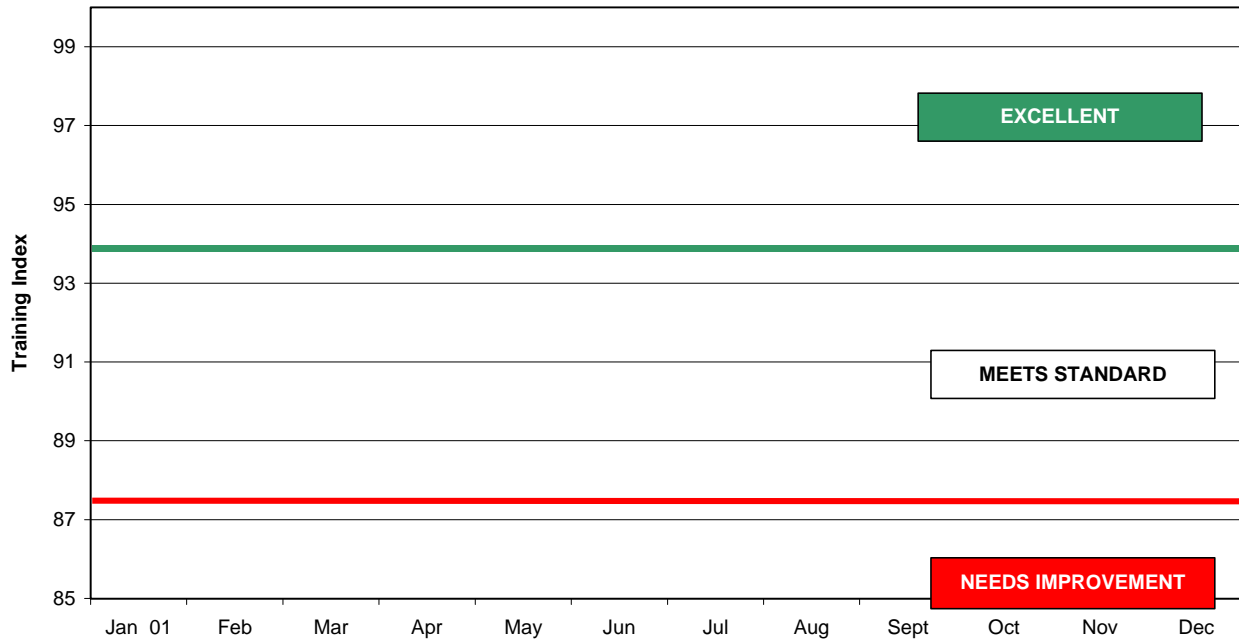
Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Average Age												
Goal	365	365	318	318	318	271	271	271	224	224	224	180

### INDICATOR DESCRIPTION

Communications to Staff (CTS) Average Age - The average age of all the outstanding procedure change requests contained in the Generation Support CTS Database. The goal is to reduce the average age to 180 days or less by year end.

### ANALYSIS

**Operations Department  
LICENSED OPERATOR TRAINING INDEX**



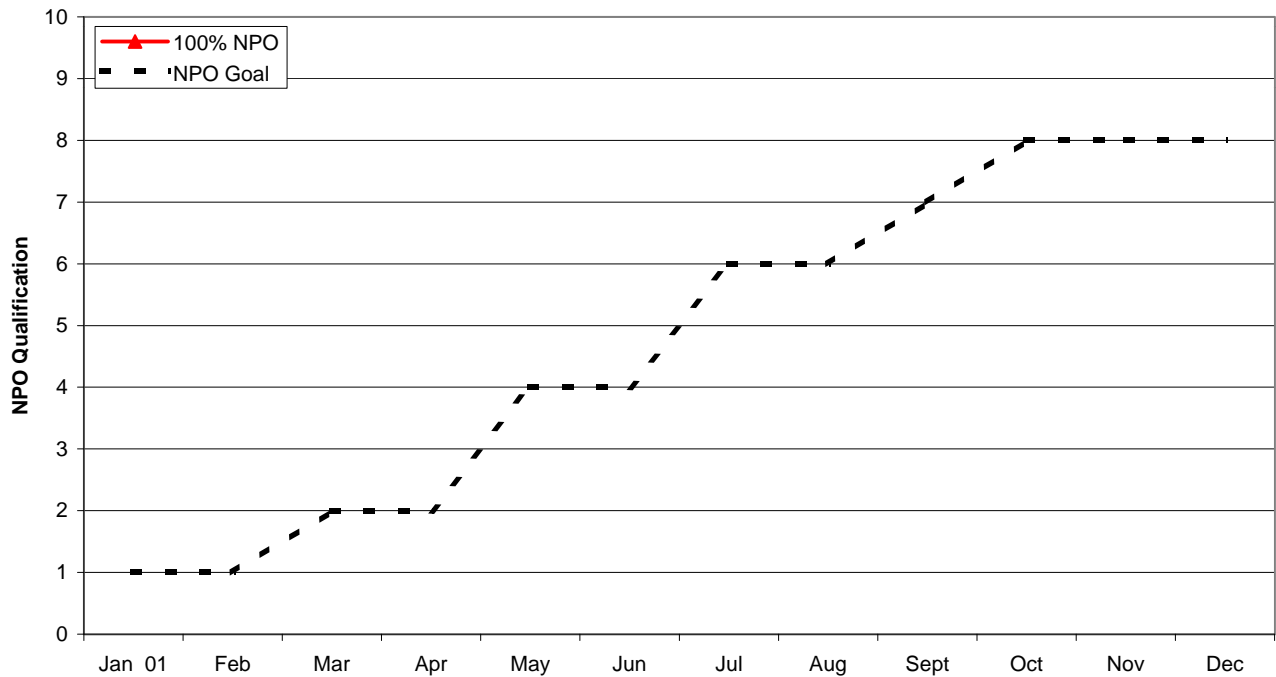
Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
A Training Index												
C Training Index												
D Training Index												
E Training Index												
F Training Index												
Staff X Index												
Staff Y Index												
Staff Z Index												

**INDICATOR DESCRIPTION**

Licensed Operator Training Index – An index to reflect a more complete requalification picture. Inputs into this metric include both written tests (75% of the index) as well as evaluated simulator scenarios (25% of the index). Data comes from Training via spreadsheet P:\W0710s03\Training\Operations Dept Data\Evaluation Data\Grade Trend.xls. Goal is to have an overall index for each watch section greater than 88. This would be indicative of the average of all written tests being greater than or equal to 84% and 100% PASS on simulator evaluations.

**ANALYSIS**

## Operations Department NPO QUALIFICATION PROGRESS



Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
100% NPO												
NPO Goal	1	1	2	2	4	4	6	6	7	8	8	8

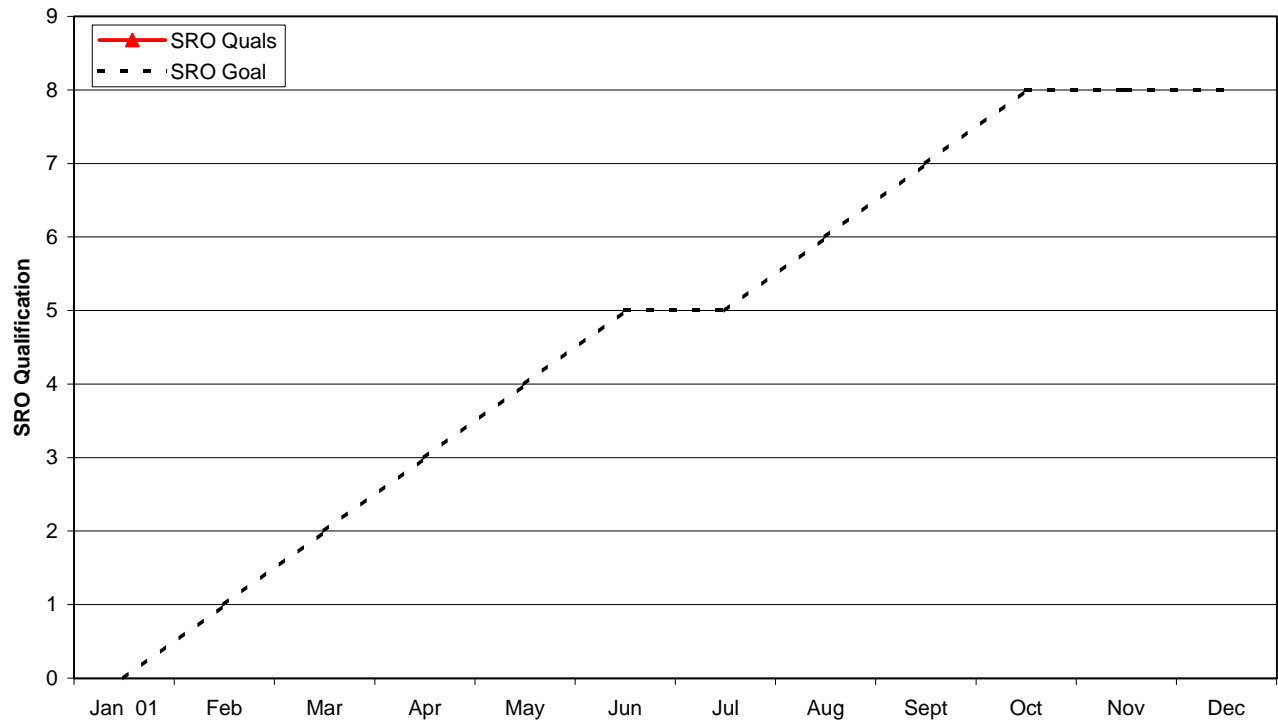
### INDICATOR DESCRIPTION

NPO Qualification Progress – Tracking of NPOs that achieve 100% qualifications. The Goal is to achieve 8 additional 100% qualified NPOs.

### ANALYSIS

Put analysis here.

# **Operations Department SRO QUALIFICATION PROGRESS**



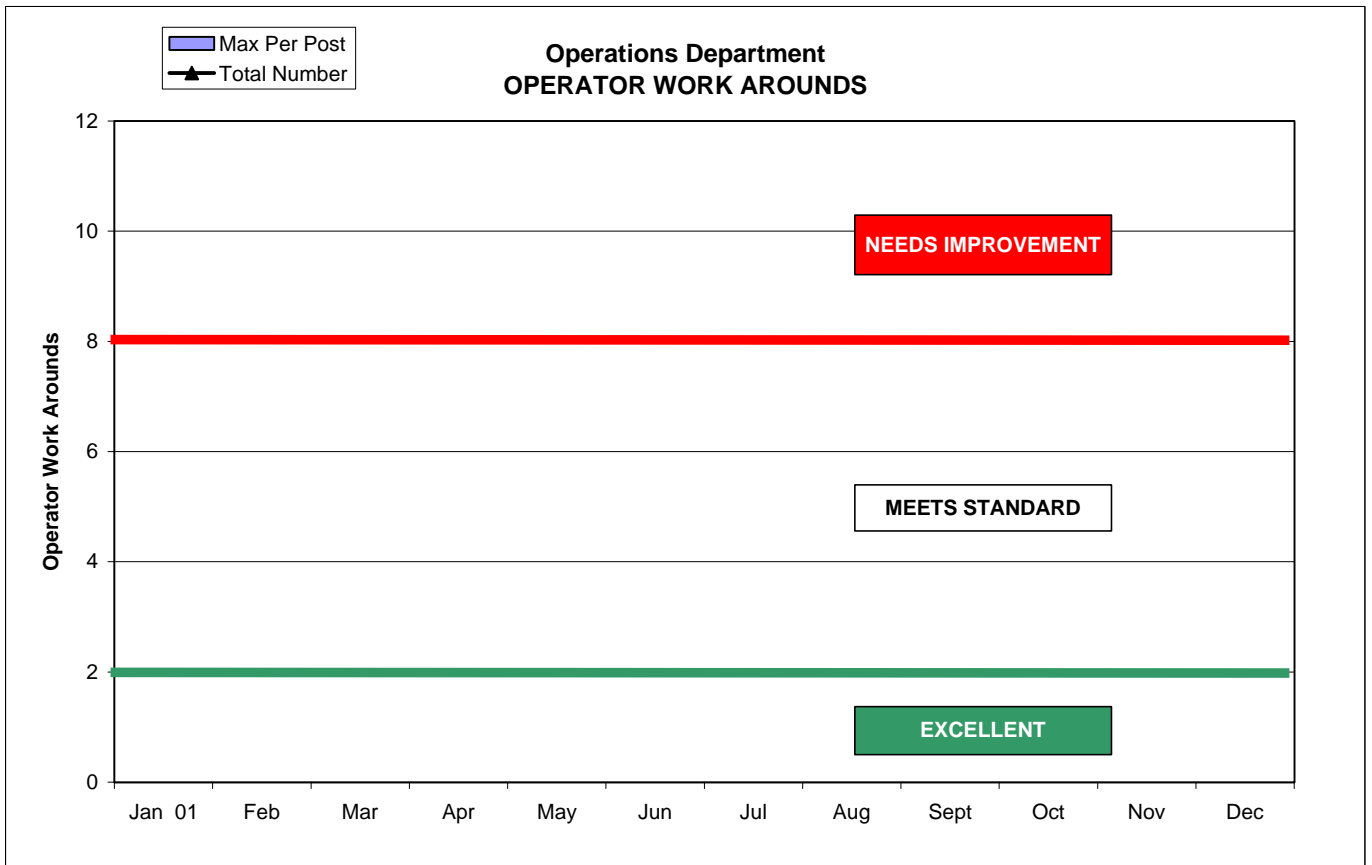
Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
SRO Quals												
SRO Goal	0	1	2	3	4	5	5	6	7	8	8	8

## **INDICATOR DESCRIPTION**

SRO Cross Qualification Progress – Tracking of SROs that cross qualify to other SRO positions. The Goal is to achieve 8 SRO cross qualifications. Data is obtained from training qualification matrix

## **ANALYSIS**

Put Analysis Here,



Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Total Number												
Max Per Post												

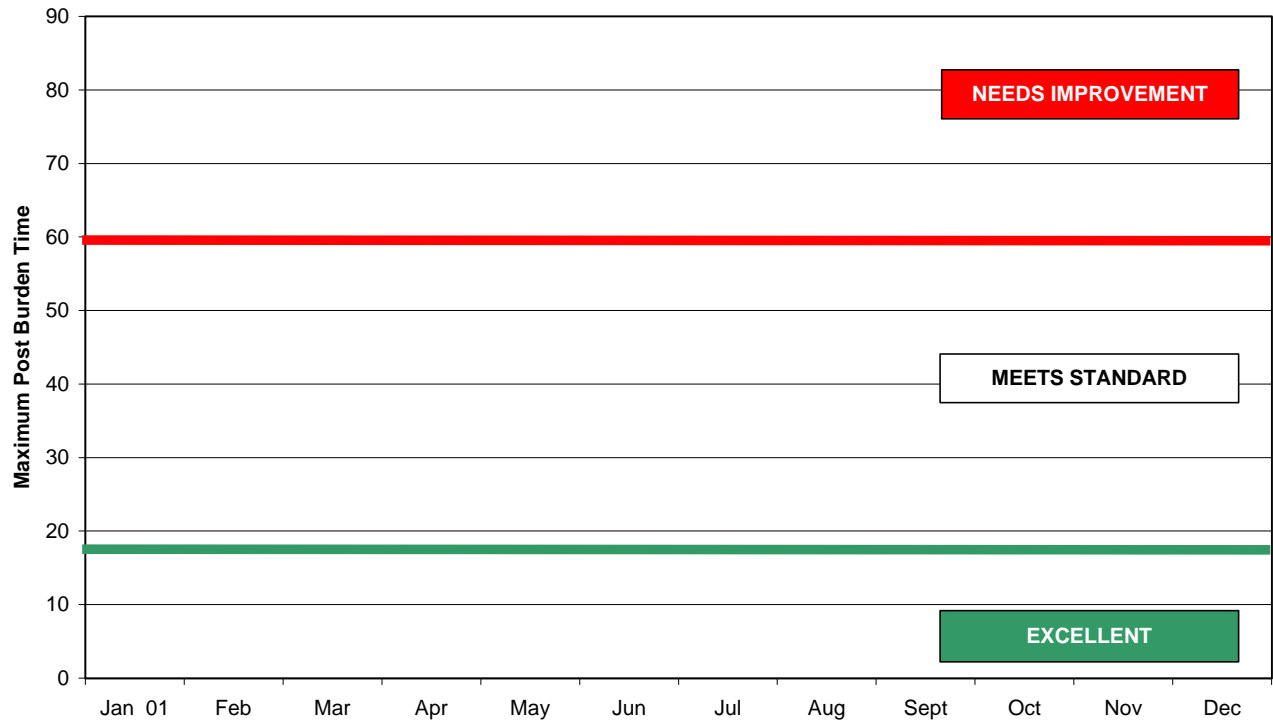
#### INDICATOR DESCRIPTION

Operator Workarounds - This information is obtained from Work Orders that are assigned by Ops Planning. Defined in OAD 41 for Category 1 and Category 2 events. Data is obtained from the weekly OAD6 reports that are run each Monday. Goal is as follows:  
 Total - Less than or equal to 8  
 Maximum Per Post - Less than or equal to 2

#### ANALYSIS

Put analysis here.

**Operations Department  
WORK AROUND OPERATOR BURDEN TIME**



Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Max Time												

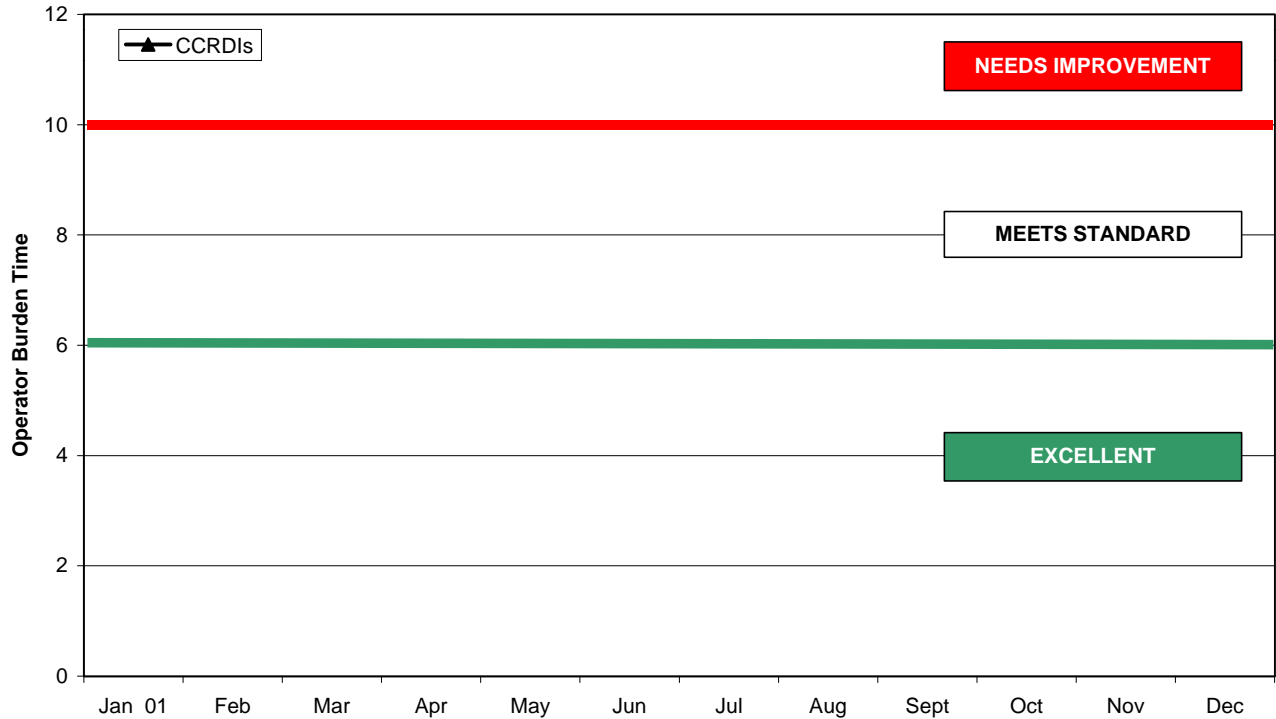
**INDICATOR DESCRIPTION**

Operator Burden Time – Defined in OAD 41 for Essential Actions and Alternative Measures. Data is obtained from the weekly OAD6 report that is run every Monday. The Goal is to maintain the Operator Burden time less than 60 minutes per post.

**ANALYSIS**

Put analysis here.

# Operations Department CENTRAL CONTROL ROOM DEFICIENCIES



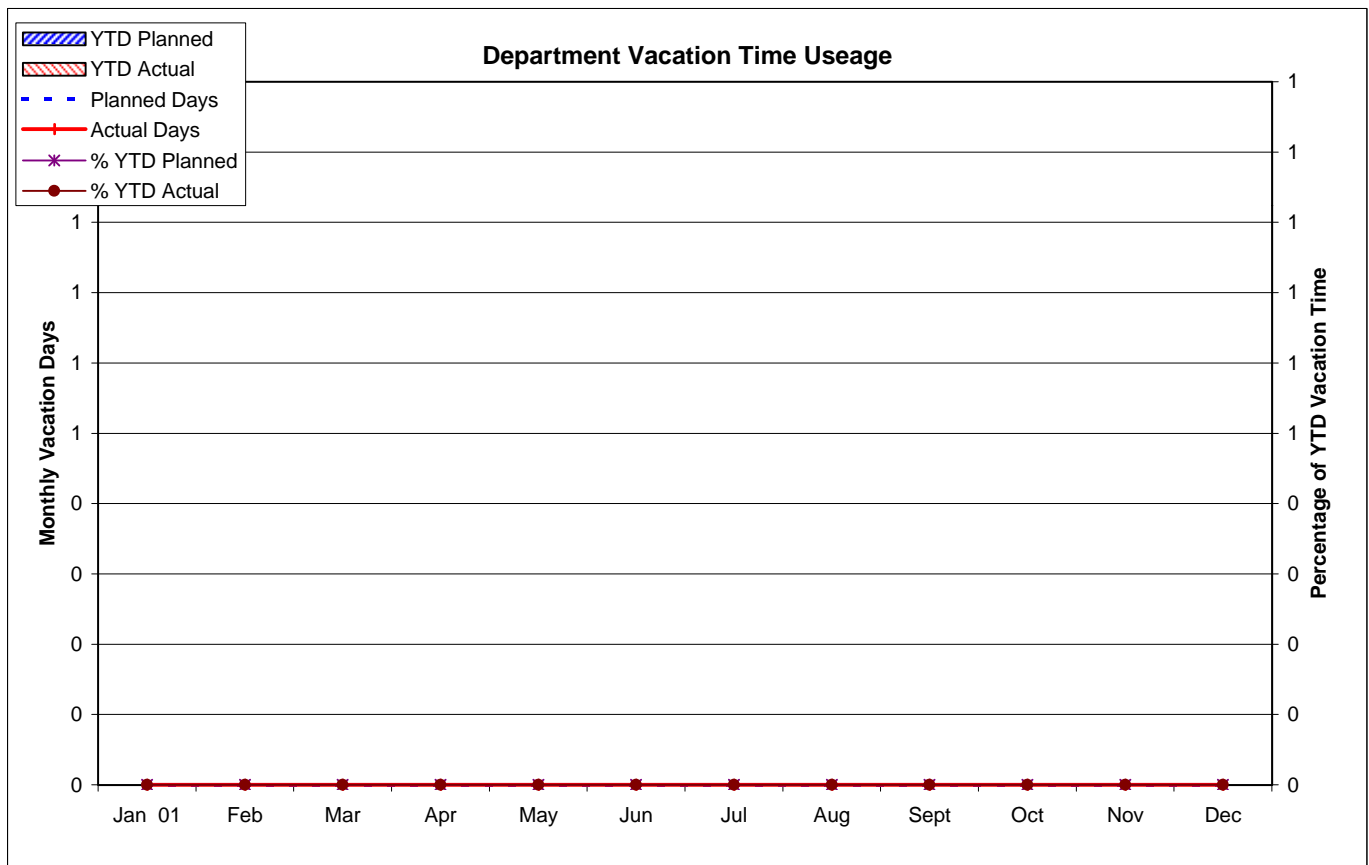
Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
CCRDis												

## INDICATOR DESCRIPTION

Central Control Room Deficiencies – A Control Room Deficiency is defined as a deficiency in control room instrumentation or control systems that either requires compensatory actions that are time-dependent, adversely affects risk or equipment reliability; or, an instrument/indication that monitors the same process variable and which is read out in the same units (e.g., requires no mathematical translation) as the failed instrument/indication is not available. Data is obtained from the weekly OAD6 report that is run every Monday. The goal is to maintain the total number of CCRDis to less than or equal to 10.

## ANALYSIS





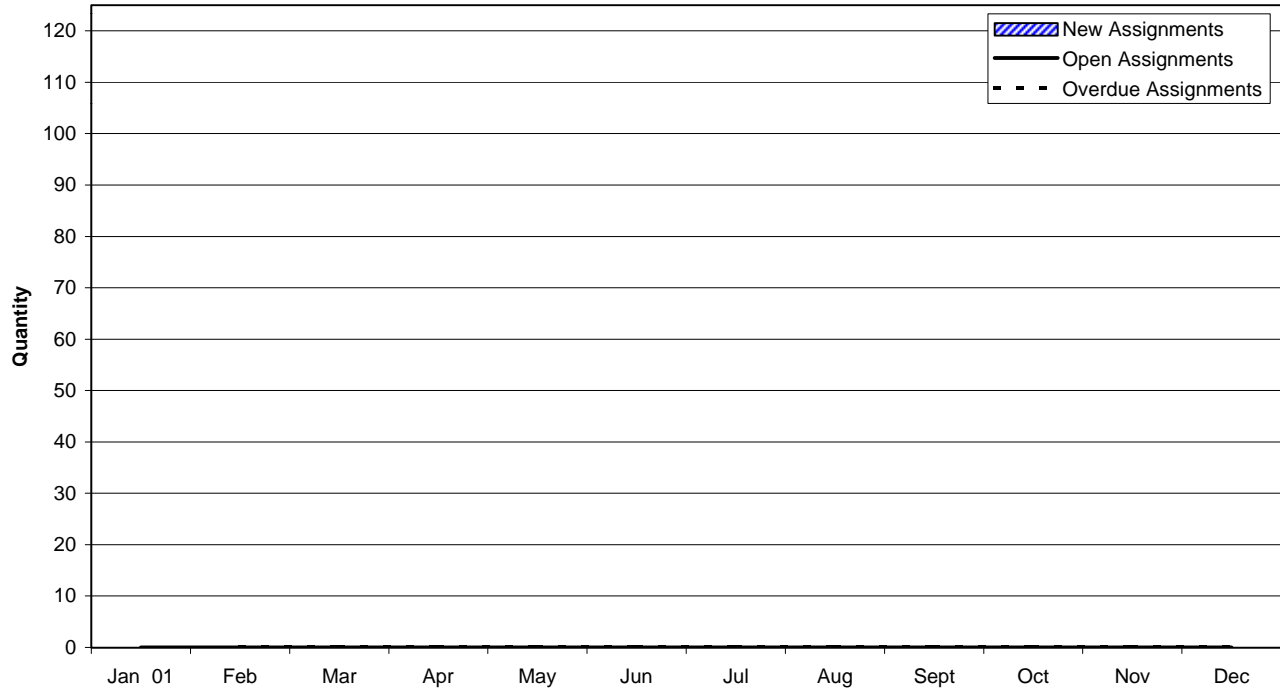
Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Planned Days	0	0	0	0	0	0	0	0	0	0	0	0
Actual Days	0	0	0	0	0	0	0	0	0	0	0	0
YTD Planned	0	0	0	0	0	0	0	0	0	0	0	0
YTD Actual	0	0	0	0	0	0	0	0	0	0	0	0
% YTD Planned	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
% YTD Actual	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

#### INDICATOR DESCRIPTION

This indicator represents the planned versus actual vacation schedule for the department. Vacation planning is performed at the beginning of the year and used for work planning and ensuring that there is sufficient staffing even during peak vacation periods. Actual usage of vacation time may vary depending upon personal circumstances.

#### ANALYSIS

**Department Name**  
**CORRECTIVE ACTION PERFORMANCE**



Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
NEW CRs												
New ICAs												
New Assignments	0	0	0	0	0	0	0	0	0	0	0	0
Open Assignments	0	0	0	0	0	0	0	0	0	0	0	0
Overdue Assignments		0	0	0	0	0	0	0	0	0	0	0
Dept. CAP Index	35	35	35	35	35	35	35	35	35	35	35	35

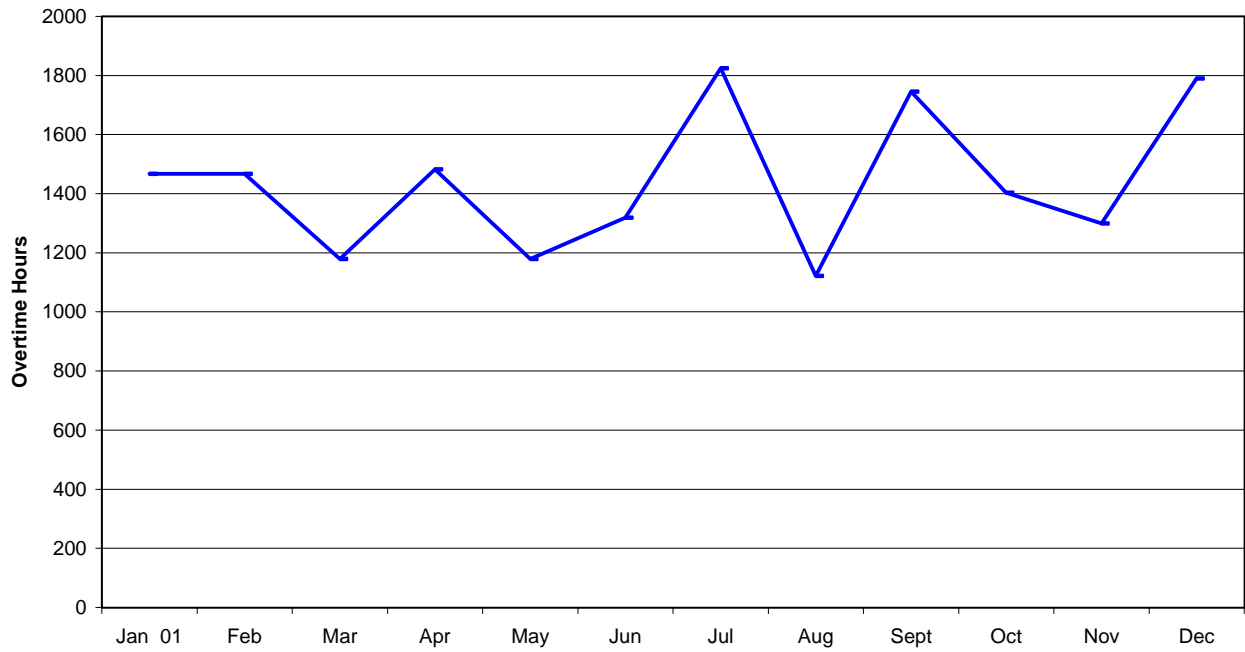
**INDICATOR DESCRIPTION**

This indicator presents the status of CRs and ICAs that are assigned to this department. Since nearly all CRs and ICAs required that a human performance code be assigned as a part of their review, this information can be used to evaluate the "human performance" aspects of the department. Additional specific information can be obtained directly from the Corrective Action Group and the CRS reporting system. The total of the new CRs plus new ICAs is represented as "Total New Assignments" and the backlog of CRs and ICAs to be processed is represented as "Open Assignments". "Overdue Assignments" are those CRs and ICAs that are past due as specified in SAO-112, 30 days for CRs and 90 days for ICAs. Additionally, the overall CAP Index is presented as determined by the Corrective Action Group for this department. The CAP Index addresses department performance regarding Timeliness, Schedule Adherence and Quality of Corrective Action related activities.

**ANALYSIS**

Put Analysis Here

### Operations Department Overtime Hours

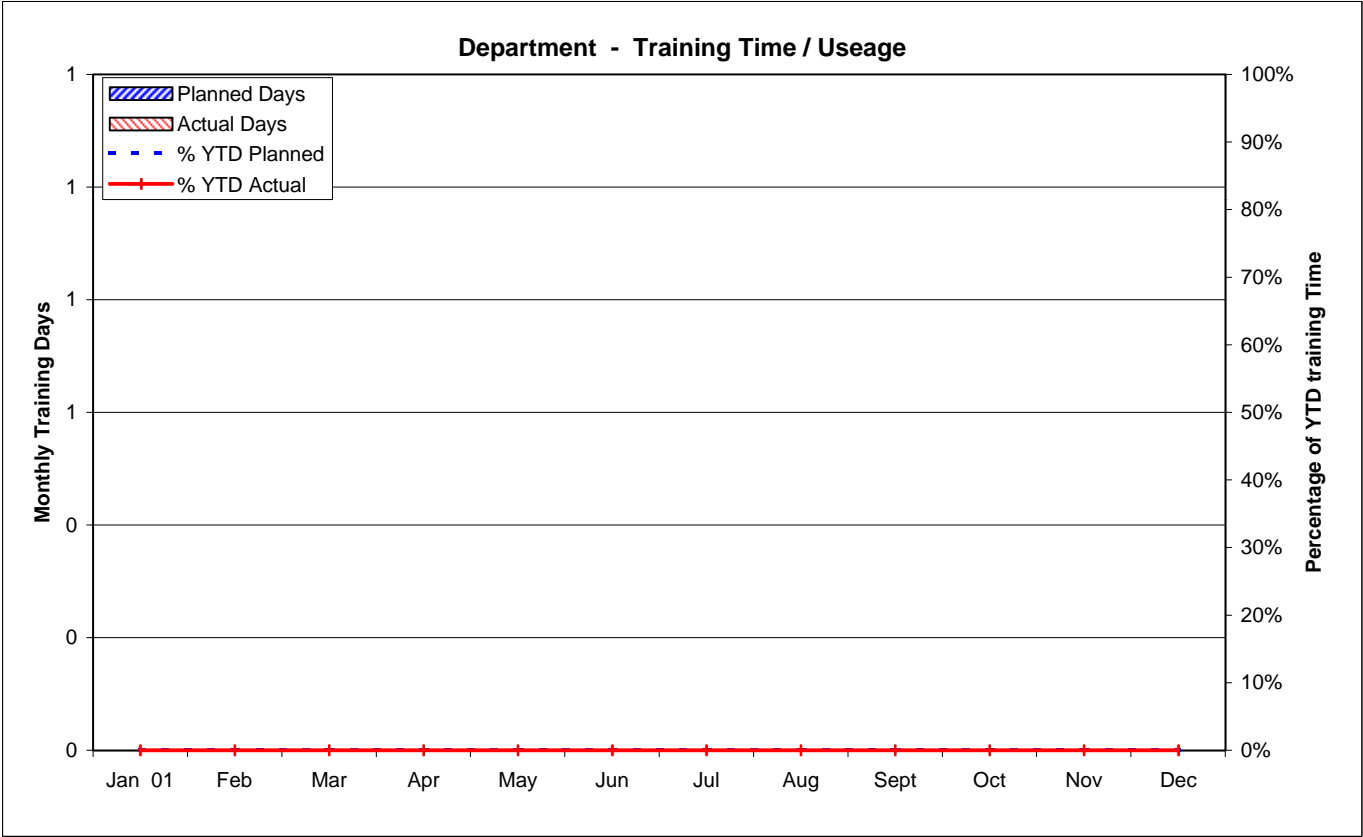


Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
A Hours												
C Hours												
D Hours												
E Hours												
F Hours												
Staff Hours												
Gen Sup Hours												
Budget Hours	1467	1467	1179	1482	1179	1319	1825	1122	1746	1403	1299	1790

#### INDICATOR DESCRIPTION

Operations Department Overtime Hours - This is a significant portion of the overall Operations budget and needs to be managed effectively. The respective group overtime hours are tracked against the budgeted overtime hours. The goal is to be at or below the budgeted hours.

#### ANALYSIS



Month	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Planned Days												
Actual Days												
YTD Planned	0	0	0	0	0	0	0	0	0	0	0	0
YTD Actual	0	0	0	0	0	0	0	0	0	0	0	0
% YTD Planned	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
% YTD Actual	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Total Days

**INDICATOR DESCRIPTION**

This indicator represents the planned versus actual Training schedule for the department. Training is performed at the beginning of the year and used for work planning and ensuring that there is sufficient staffing even during peak vacation periods. Actual usage of Training time may vary depending upon personal circumstances.

**ANALYSIS**

**Department Training Attendance**

Percent Attendance

95%

85%

75%

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Non Scheduled \*\*\*

This performance indicator represents the percentage of trainees attending classes (classroom, lab ) as scheduled. Attendance is defined as being present for the entire session without interruption. The class attendance in each program is averaged for a month and reported. the goal is 100% of attend classes as scheduled.

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