

**OVERVIEW OF EFFECTIVE QUALITY
PROGRAMS AND THEIR CONNECTION TO
THE NRC'S REACTOR OVERSIGHT
PROCESS**

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Outline of Presentation

Attributes of an Effective Quality Organization

Attributes of Effective Corrective Action Programs

Quality Programs and the NRC's Oversight Process

Initial Results of Inspections

Planned Changes To IP 71152

Future Actions

Summary

Questions and Answers

Attributes of an Effective Quality Organization

Top Management Support

Integration With Other Management Systems

Staff Qualifications and Respect

Focus On Results

Closed Loop System-

Identification

Evaluation

Communication

Action

Effectiveness Reviews

Attributes of Effective Corrective Action Programs

Problem Identification-

Via Self Identification, Monitoring, Inspection, and Review

Correct Threshold

Effective Prioritization and Backlog Management

Prompt Operability Reviews

Attributes of Effective Corrective Action Programs-Cont.

Problem Evaluation-

Level of Review Tied to Safety/Program/Risk Significance

Actual vs Potential Consequences

Collective Risk Assessment?

Assessment of Extent of Condition

Organizational Learning Approach

Accountability for Evaluation Established

Attributes of Effective Corrective Action Programs-Cont.

Problem Resolution-

Feedback to Problem Initiator

Items Tracked for Completion

Management Reports on Status and Backlog

Prioritization Based on Safety/Program/Risk Significance

Quality Programs and the NRC's Oversight Process

Inspection Procedure 71152

Annual Team Inspection Focused on Identification, Evaluation, and Resolution of Risk-Significant Problems

Supplemental Inspection Procedures 95001, 95002, and 95003

“For Cause” Inspection Procedures Performed For White or Greater Performance Indicators or Baseline Inspection Findings

Initial Results of Inspections

Generally Good Results From First Round of Problem Identification and Resolution Inspections - One White Finding Just Issued Associated With Failure To Correct A Design Deficiency In A Timely Manner

Some Weaknesses Identified in Root Cause Evaluations Reviewed During Supplemental Inspections

Biggest Challenges

- Development of Effective/Risk Informed Prioritization Scheme For Evaluating and Correcting Identified Problems**
- Development and Implementation of Effective Trending Programs**
- Improvement of Level 1 Root Cause Analyses, Particularly With Regard To Extent of Condition Reviews and Effectiveness of Corrective Actions**

Planned Changes To IP 71152

Baseline Frequency Changed To Once Every Two Years

Team Inspection Hours Increased From 210 to 250

Additional Requirements Added To Review Three To Six Samples Per Year (60 hours) Outside of Team Inspection (Including Documentation Guidance)

Overall Reduction of 25 Hours Per Year

Consideration of Additional Team Inspection For Facilities With Degraded Cornerstone

Future Actions

Assessment of Safety Conscious Work Environment

Development of More Objective PI&R Performance Measures

Continued Research On Cross Cutting Issues

Summary Statement

The effectiveness of quality programs is dependent on well defined and integrated programs, as well as on execution throughout the various levels in the organization.