



NRC Region III Cook Nuclear Plant Recovery Plan Update

March 3, 2004



Mano K. Nazar
Senior Vice President
and
Chief Nuclear Officer
American Electric Power



Today's Agenda



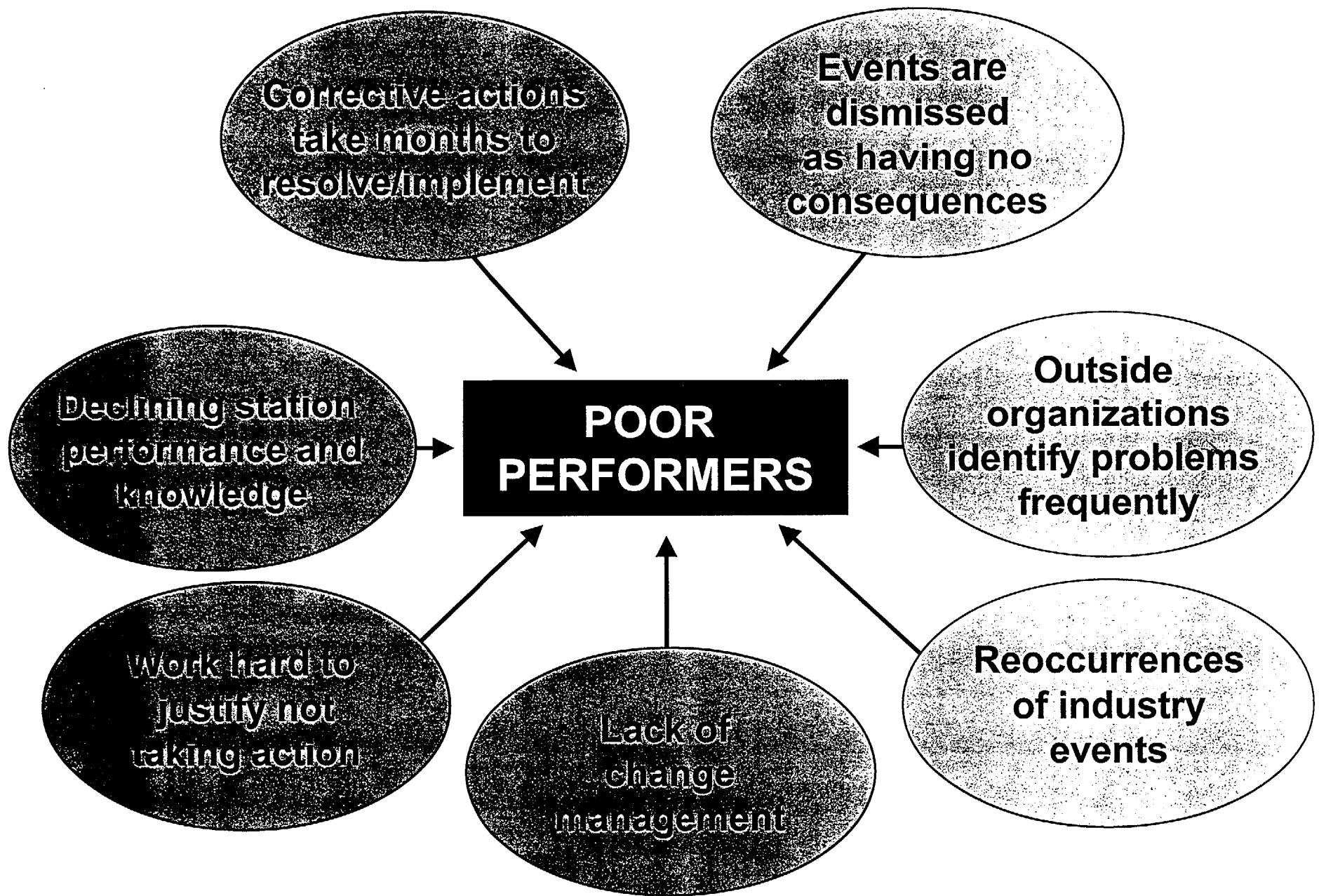
- **Cook's Current State** **Mano Nazar**
- **Recovery Plan Overview** **Mano Nazar**
- **Operations Department** **Bob Gillespie**
- **Maintenance Department** **Ken Rollins**
- **Closing Remarks** **Mano Nazar**



Cook's Current State



- **NRC Reactor Oversight Process**
- **2003 power fluctuations**
- **INPO Index**
- **Impact on AEP**





Overall Mission: Restoring Excellence



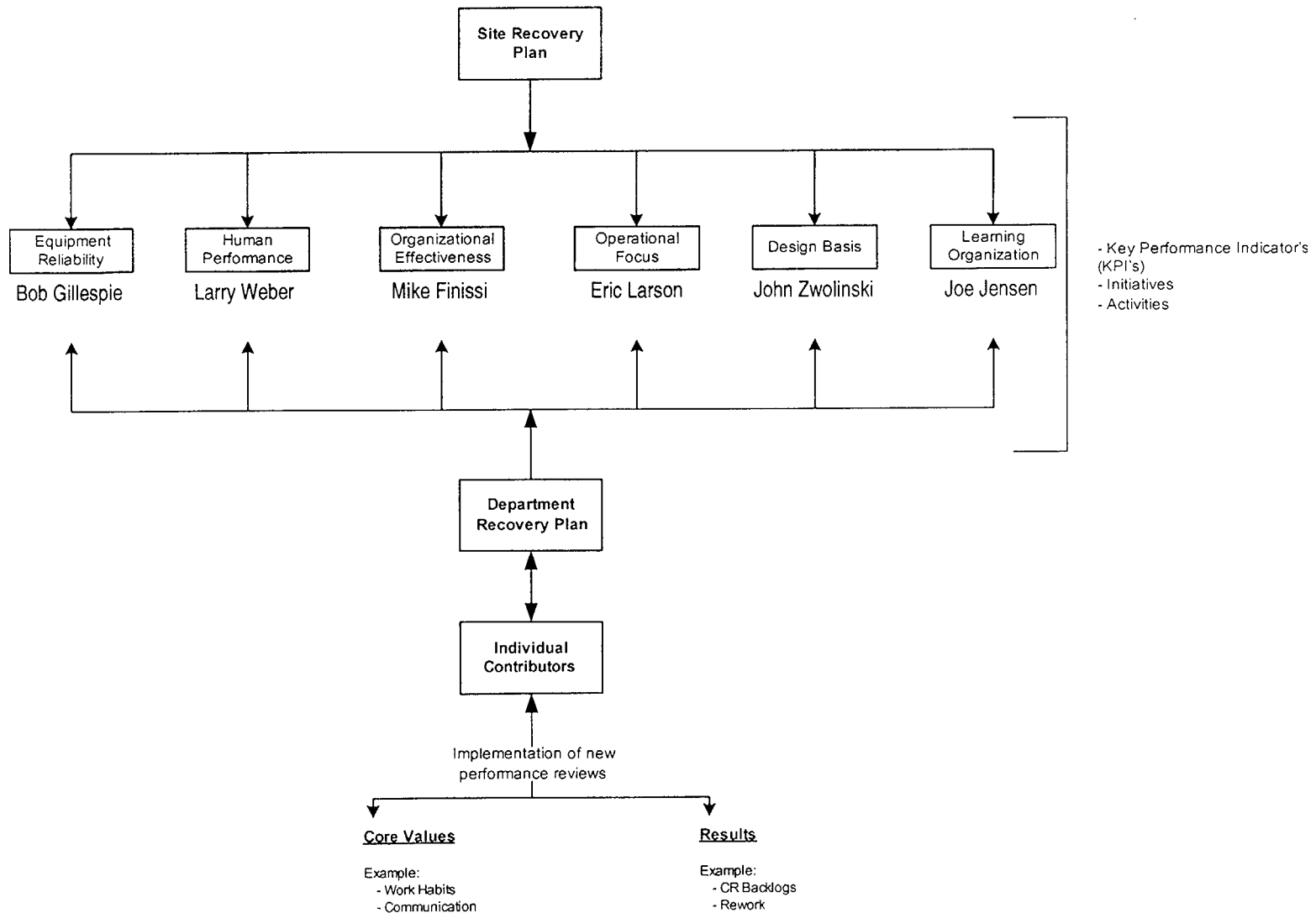
- **Human Performance**
- **Effective Leadership**
- **Operational Focus**
- **Proactive Engineering/Organization**
- **Equipment Reliability**
- **Corrective Action Program**
- **Outage Performance**
- **Work Quality, Skill, and Knowledge**
- **Forward and Outward Looking**

Improvement Strategy



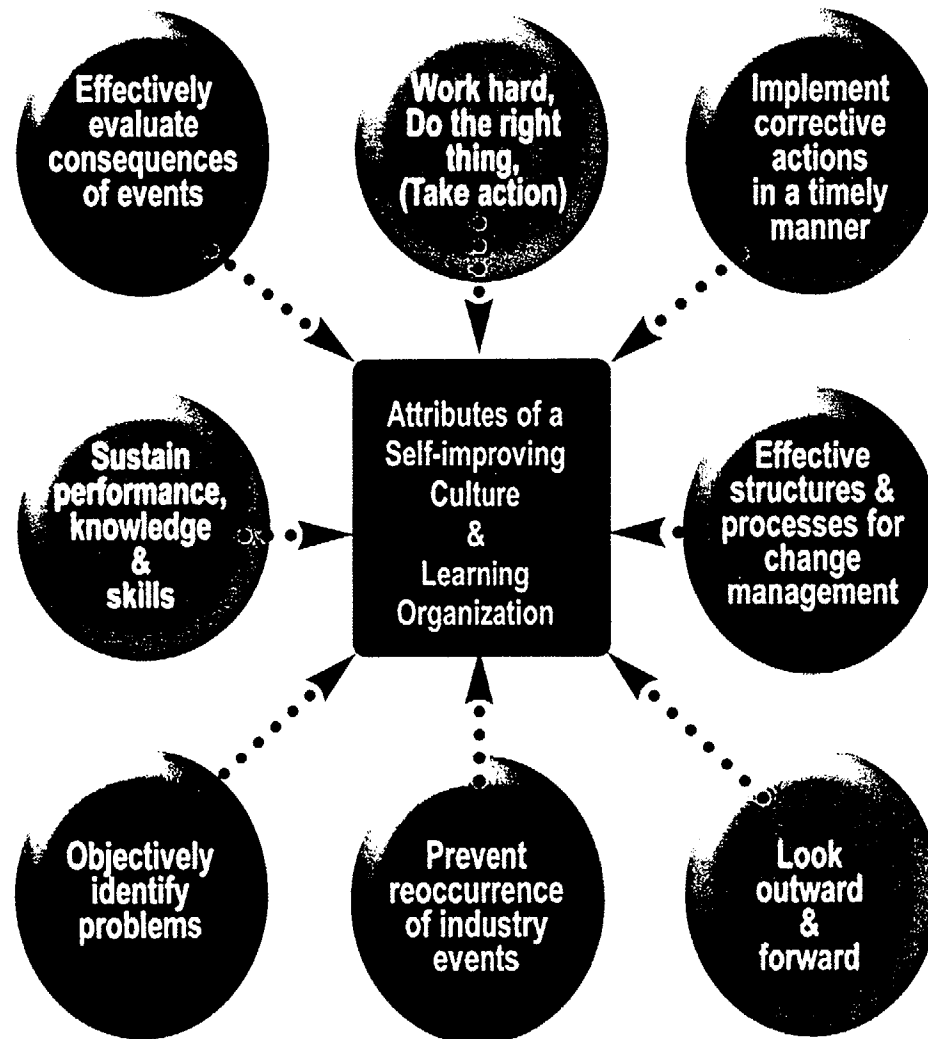


Cook Plant Recovery Plan





Self-Improving Culture & Learning Organization



VISION:

We will be a team that delivers excellent performance.

MISSION:

We will produce energy in a safe, reliable, cost-effective way that benefits our customers, shareholders, and employees.



Prevention Detection and Correction Model



GOAL:

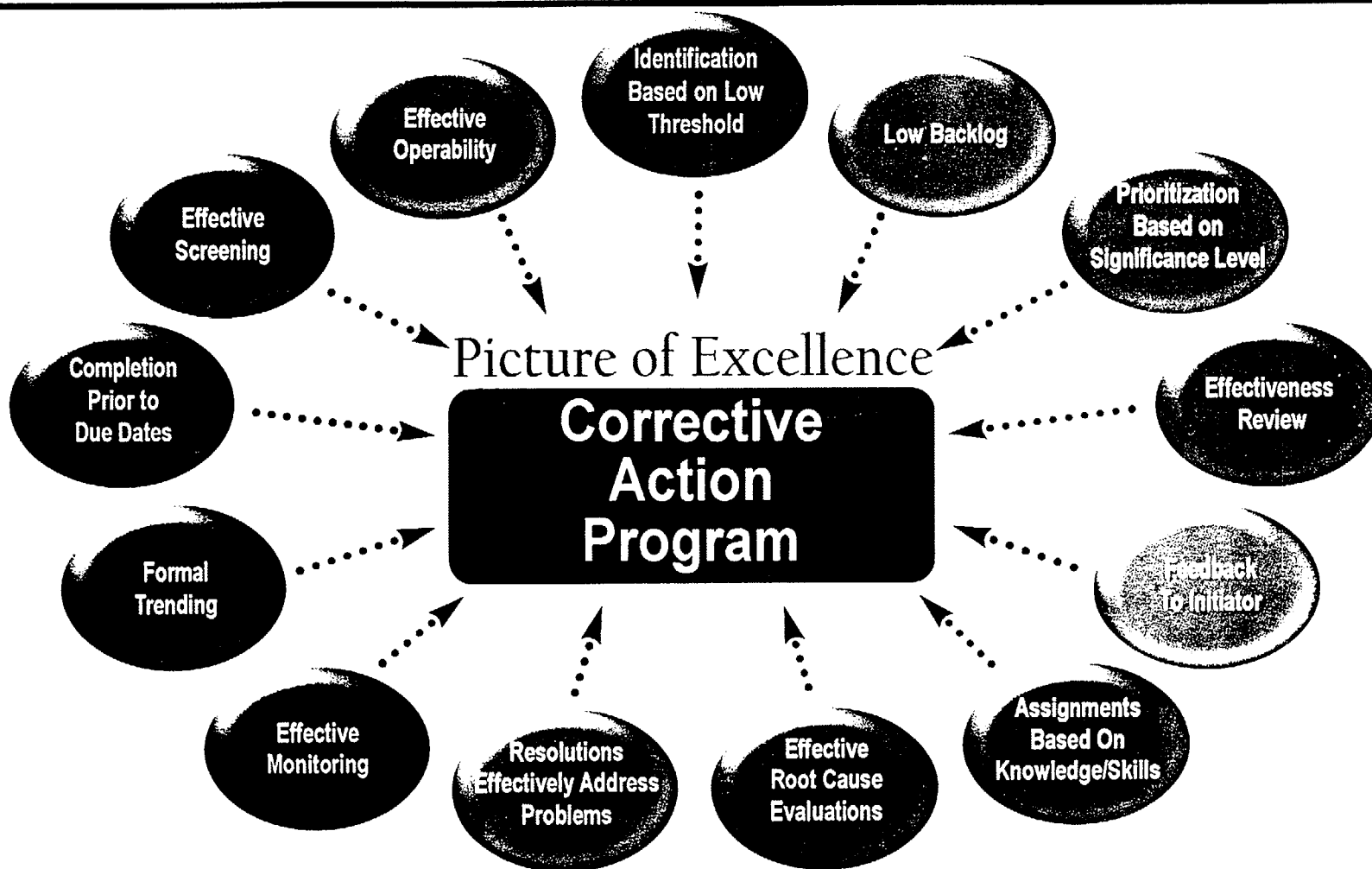
Maximize time spent on prevention and detection to minimize/eliminate correction activities.

CORE VALUE:

Do the job right the first time.



CAP Picture of Excellence





Recovery Plan Status



- **73 Action Plans**
- **983 Action Items**
- **INPO Review – feedback incorporated**
- **Actions 59% complete**
- **Completed on schedule, few extensions**
- **Performance Indicators complete**
- **Monthly Review Meeting**



Corrective Actions Taken



- **Look Ahead Process**
- **Risk Assessment**
- **Aggregate risk assessment**
- **Accountability for follow through**
- **Leadership Team involvement**
- **Implementing Corrective Action Program improvements**



Bob Gillespie

OPERATIONS MANAGER



Operations Department



- **Assessment**
- **Recovery Plan Actions**
- **Results to Date**



Ken Rollins

MAINTENANCE MANAGER



Maintenance Department



- **Assessment**
- **Recovery Plan Actions**
- **Results to Date**



Mano K. Nazar

Senior Vice President
and
Chief Nuclear Officer
American Electric Power



Closing Remarks



- **Leadership and Management Values**
 - **Supervisory Involvement**
 - **Mentoring**
 - **Setting Standards**
 - **Lateral Integration**
 - **Communications**
 - **Forward and Outward Looking Organization**



Closing Remarks



- **Picture of Excellence**
 - **Fundamental Behaviors**
 - **Organizational Focus**
 - **Cohesive Plan**
- **Operations-Led Organization**
 - **Operations Decision Making**
 - **Work Prioritization**



Closing Remarks



-
- **Corrective Action Program [OE and SA]**
 - **Getting Ahead of Issues**
 - **Improve Performance**
 - **Resolving Long-Standing Equipment Issues**
 - **Proactive Engineering Organization**
 - **Outage Performance**



Closing Remarks



- **Quality of Work**
 - **Training**
 - **Human Performance**
 - **Procedures**
 - **Process Improvements**
 - **Modification Process**



Questions and Answers

D.C. COOK PLANT PERFORMANCE MEETING PRINCIPAL ATTENDEES
March 3, 2004, at 1:00 p.m. CST

American Electric Power Company - D.C. Cook Nuclear Plant

M. Nazar, Senior Vice President and Chief Nuclear Officer
J. Jensen, Site Vice President
M. Finissi, Plant Manager
J. Zwolinski, Design Engineering and Regulatory Affairs Director
R. Gillespie, Operations Director
K. Rollins, Maintenance Director

NRC

J. Caldwell, Regional Administrator
S. Reynolds, Acting Director, Division of Reactor Projects, Region III
C. Pederson, Director, Division of Reactor Safety, Region III
E. Duncan, Chief, Branch 6, Division of Reactor Projects, Region III
I. Netzel, D.C. Cook Resident Inspector