



**NRC Annual Assessment Meeting
April 6, 2005**

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PPL Susquehanna Team

- **Britt McKinney** Vice President - Nuclear Site Operations
- **Bob Saccone** Vice President - Nuclear Operations
- **Greg Ruppert** General Manager - Nuclear Engineering
- **Terry Harpster** General Manager - Plant Support
- **Al Wrape** General Manager - Performance Improvement & Oversight

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Opening Remarks

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Problem Identification and Resolution

- **Objective: Learn From Experience to Improve Performance**
- **Key Actions Taken in 2004:**
 - Clarified Standards and Accountability
 - Improved Procedures, Training and Job Aids
 - Increased Use of Trending and Operational Experience
 - Strengthened Independent Internal Reviews
- **Results: Closure of NRC Substantive Cross-Cutting Issue**
- **2005 Focus - Continued Improvement:**
 - Accountability
 - Improved Trending
 - Positive Reinforcement of Program Value
 - Performance Monitoring vs. Industry Benchmarks

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Human Performance and Industrial Safety

- **Objective: Apply Proven Techniques to Avoid Injuries and Reduce Human Errors**
- **Key Actions Taken in 2004:**
 - Individual Worker Focus - Human Performance Simulator
 - Procedure Improvements
 - Increased Supervisory Coaching and Oversight
- **Results: Reduced Station Error Rate, but Challenges Continue**
- **2005 Focus - Continued Improvement:**
 - Lowered Human Error Rate Goal
 - Shared Ownership of Station Work Management
 - Continued Supervisory Coaching and Oversight

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Organizational Effectiveness

- **Objective: Work Together as a Team to Achieve Excellence**
- **2005 Focus:**
 - Successful Refueling Outage
 - Work Management
 - Equipment Reliability
 - Problem Identification & Resolution
 - Success in Today's Competitive Environment

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