

# Integration of Results

## Ongoing Management Actions

SYNERGY - PHASE 1

UTILITY SERVICE ALLIANCE ASSESSMENT

INPO MID CYCLE REVIEW

INDEPENDENT ASSESSMENT TEAM

Response to 1/28/04 NRC Letter

C-143



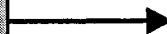
## Integration of Results

**Synergy - Phase 1**

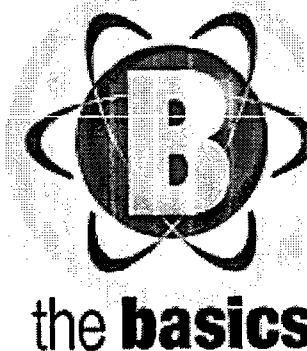
**Utility Service  
Alliance Assessment**

**INPO Mid Cycle  
Review**

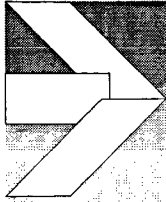
**Independent  
Assessment Team**



**Business Plan**



**June 2004 – Integrate Assessment Data Into 5 Year  
Business Plan**



## **Synergy Survey Results**

### **Organization Is Being Challenged**

- Equipment Problems
- Corrective Action Program
- Work Management
- Adherence to Expectations and Standards
- Confidence in Employee Concerns Program
- Certain Organizations Need Attention



## USA Assessment Results

### Organization Is Being Challenged

- Visibility and Emphasis of SCWE Message
- Reactivity Management at Hope Creek
- Corrective Action Program
- QA Line Management Interface
- Work Management Process
- Change Management



## **Near Term Actions**

**Salem 1 and Hope Creek Outage Scope**

**CAP Effectiveness**

**Work Management**

**Communications**

- **Emphasis of SCWE Message and Importance**
- **Management Emphasis and Expectations**
- **All Hands Meetings**
- **Formal SCWE Policy**
- **SCWE Website**
- **Training**

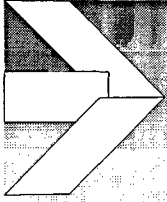


## **Current Implementation Plans**

**Integrate Into Daily Operations Through  
Business Plan**

### **Measure Results**

- Metrics for Evaluating Work Environment
- Re-Survey Employee Population to Assess Work Environment



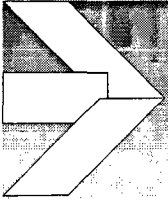
**Willingness of Workers to Raise Concerns**

**Effectiveness of Management in Resolving  
Concerns**

**Effectiveness of Employee Concerns Program**

**Effectiveness in Responding to Allegations of  
Retaliation/Chilling Effect**

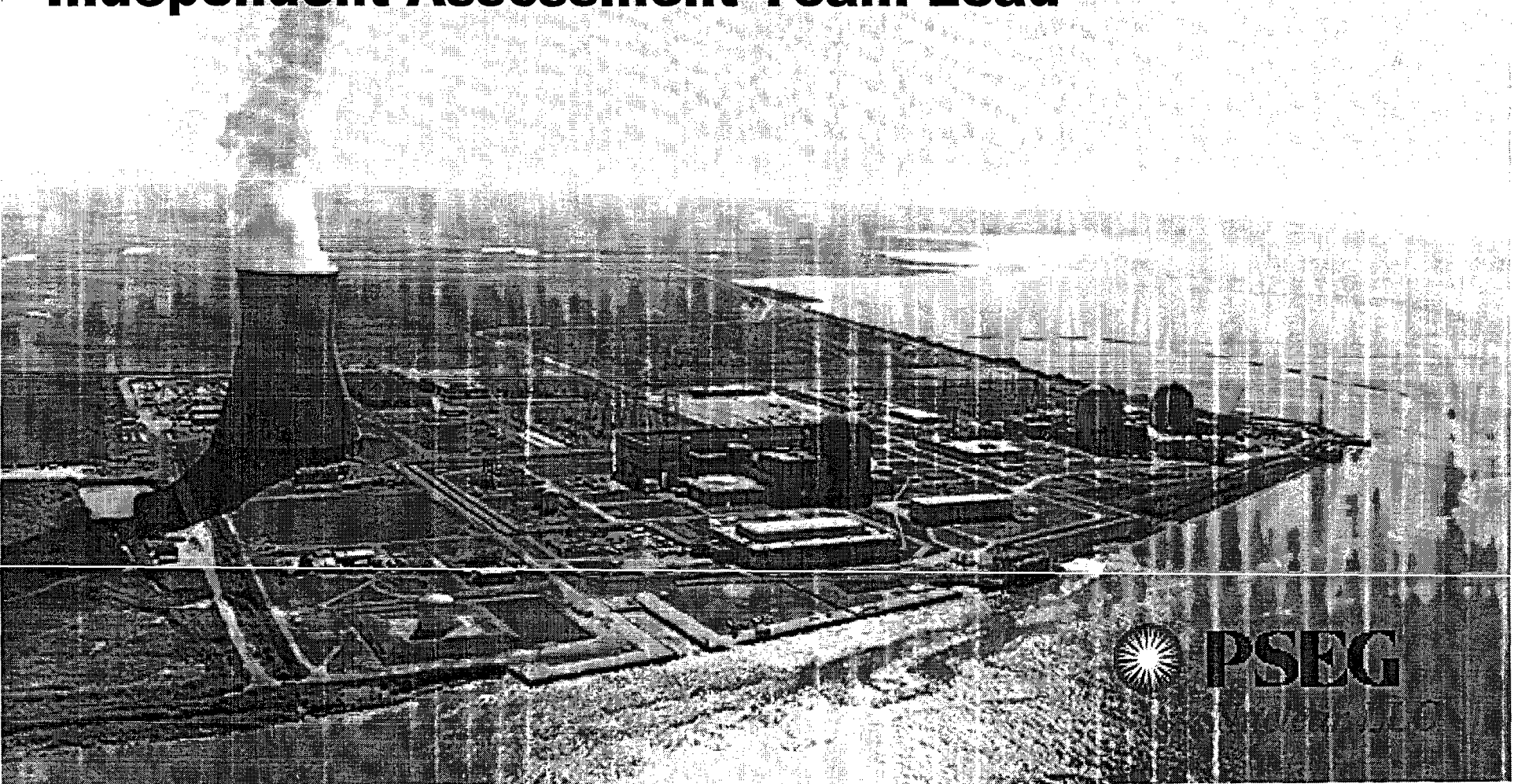




PSEG NUCLEAR LLC

# **James O'Hanlon**

## **Independent Assessment Team Lead**



**PSEG**

NUCLEAR LLC





## **Independent Team Status**

**Good Cooperation From Management and Workforce**

**Over 100 Interviews Conducted**

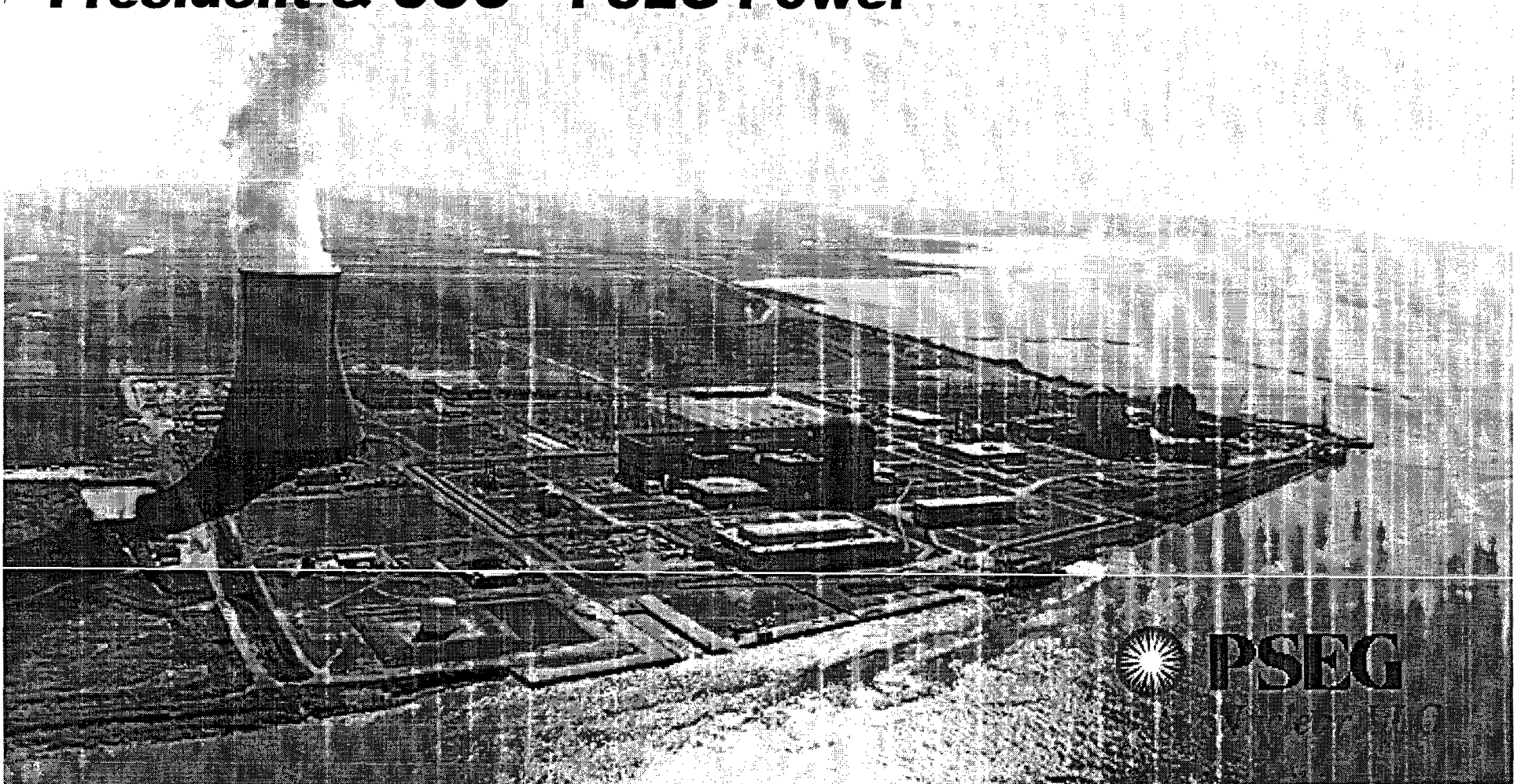
**Complete Remaining Interviews/Assessment by Beginning of April**

**Provide Assessment and Recommendations to PSEG by Mid-April**



# Frank Cassidy

## President & COO – PSEG Power



**PSEG**

energy



## Conclusions

### **PSEG Is Committed To:**

- Improve the Work Environment
- Improve Communication of Changes
- Monitor Our Progress
- Make Necessary Adjustments
- Operate the Plants Safely
- Provide the Required Resources

**Safe Plant Operation Will Not Be Compromised**