



Problem Identification & Resolution Cross-cutting Issue Status Meeting

Turkey Point Nuclear Plant

October 24, 2007



FPL Representatives

Bill Webster – Vice President, Nuclear Operations South Region

Bill Jefferson – Site Vice President, Turkey Point

Mike Kiley* – Plant General Manager, Seabrook Station

Kevin O'Hare – Performance Improvement Manager

Jack Hamm – Plant Engineering Manager

Jose Alvarez – Performance Improvement Department

Paul Infanger – Licensing Manager

Jim Connolly – Licensing Department

* Turkey Point Plant General Manager as of January 1, 2008



Agenda

- Overview
- Corrective Action Program
- Safety Conscious Work Environment Survey
- Site Culture Survey
- Improvement Plan
- Road To Excellence
- Closing Remarks



Overview

- Florida Power & Light Company (FPL) is not satisfied with the past progress of its Corrective Action Program (CAP) improvements at Turkey Point
- FPL recognizes the importance of promoting a healthy safety conscious work environment (SCWE) at Turkey Point
- Actions have been taken to improve performance of the Turkey Point CAP and indications of improvement are evident

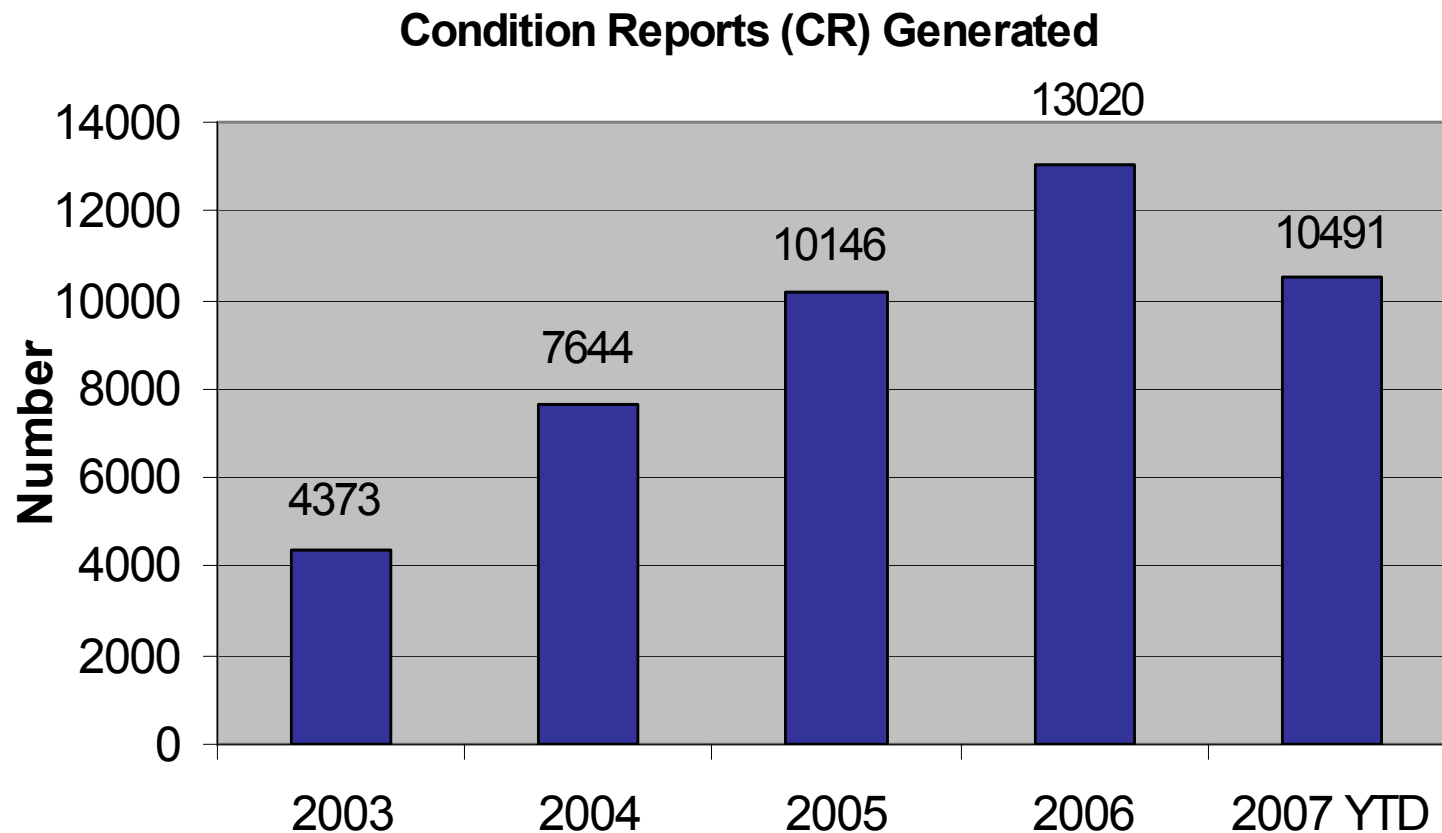


Corrective Action Program

- Significant changes implemented in the CAP since the cross-cutting issue was identified:
 - Department-level Corrective Action Review Boards established to ensure consistent application of CAP
 - Corrective Action Program Coordinators (CAPCOs) qualifications were upgraded to provide effective monitoring and mentoring of CAP expectations
 - Condition Report Oversight Group (CROG) reviews closed Mitigating Systems Performance Index (MSPI) system and switchyard evaluations and a sampling of corrective actions

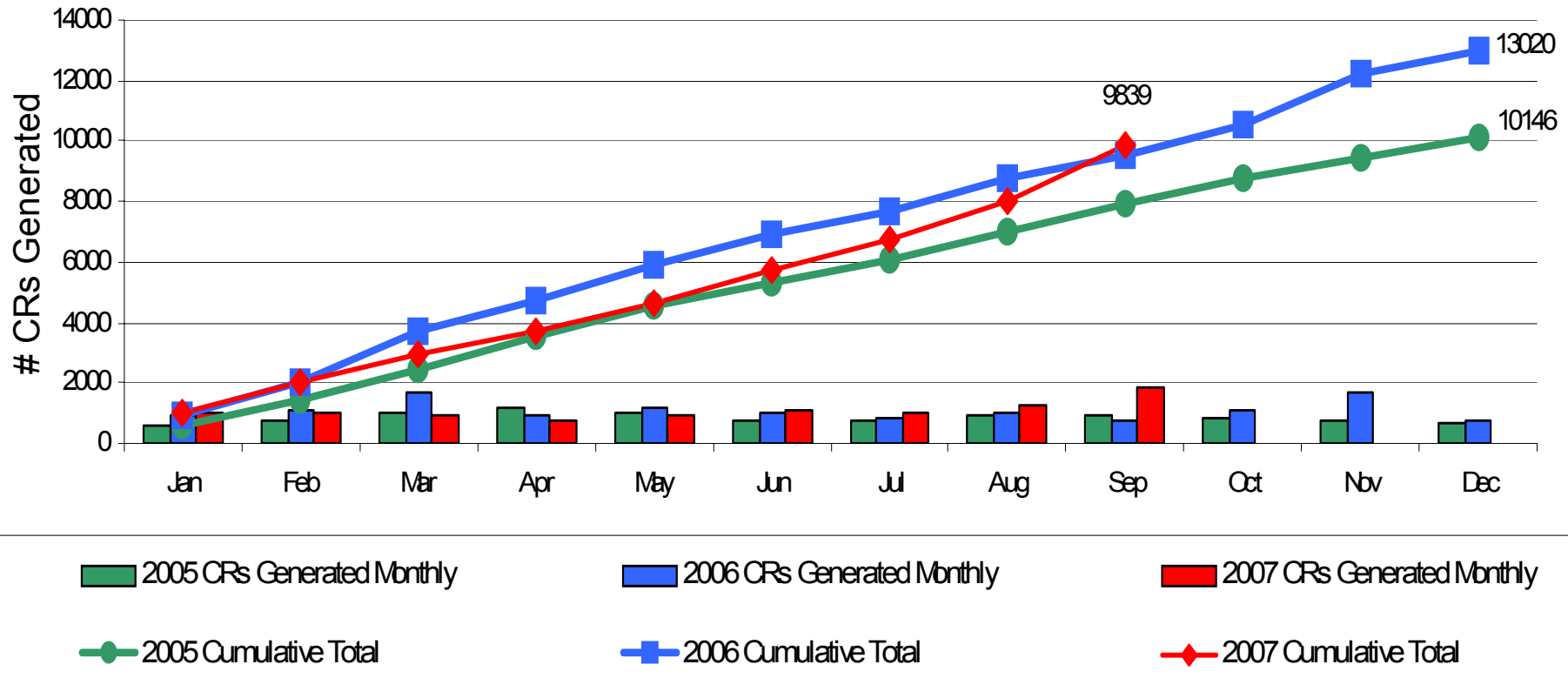


Corrective Action Program



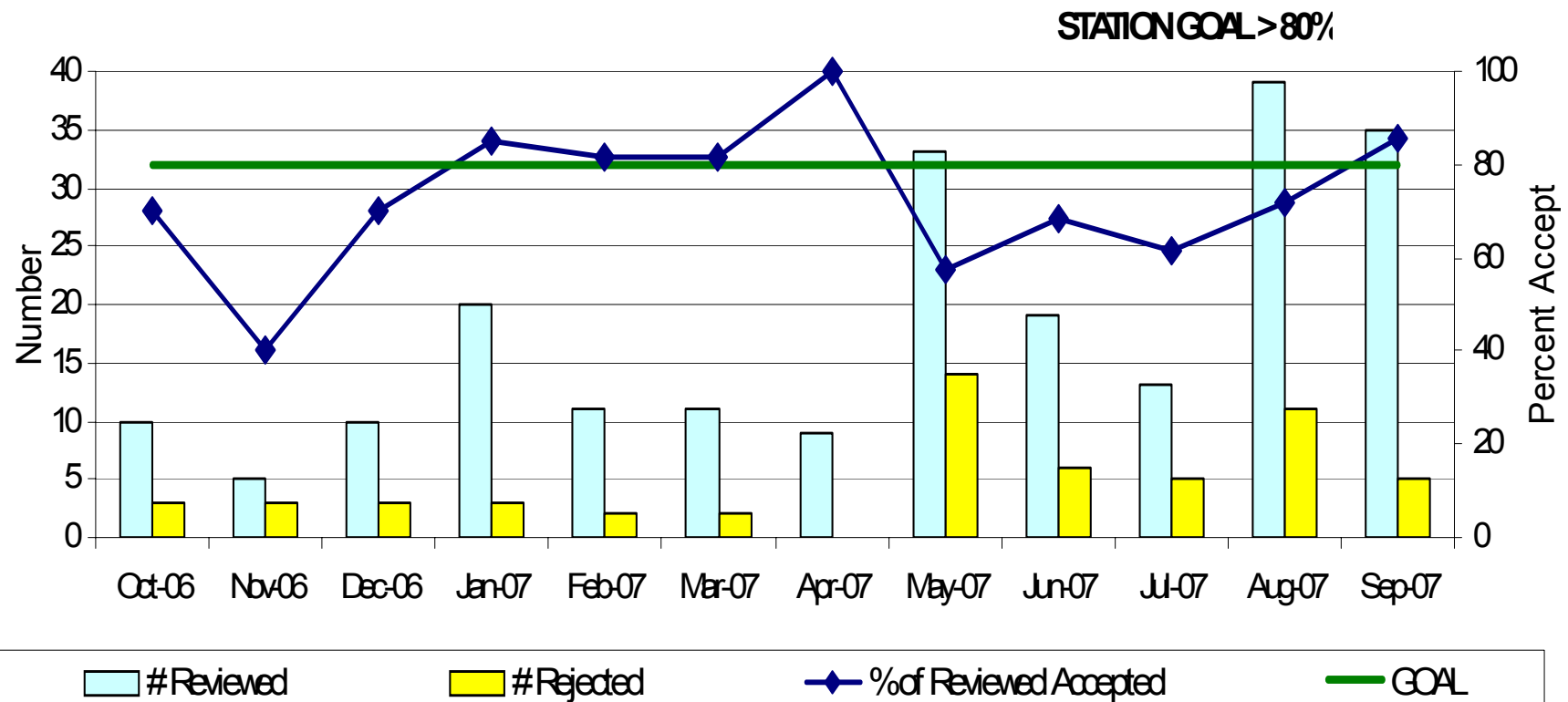
Corrective Action Program

NUMBER OF CONDITION REPORTS INITIATED TURKEYPOINT



Corrective Action Program

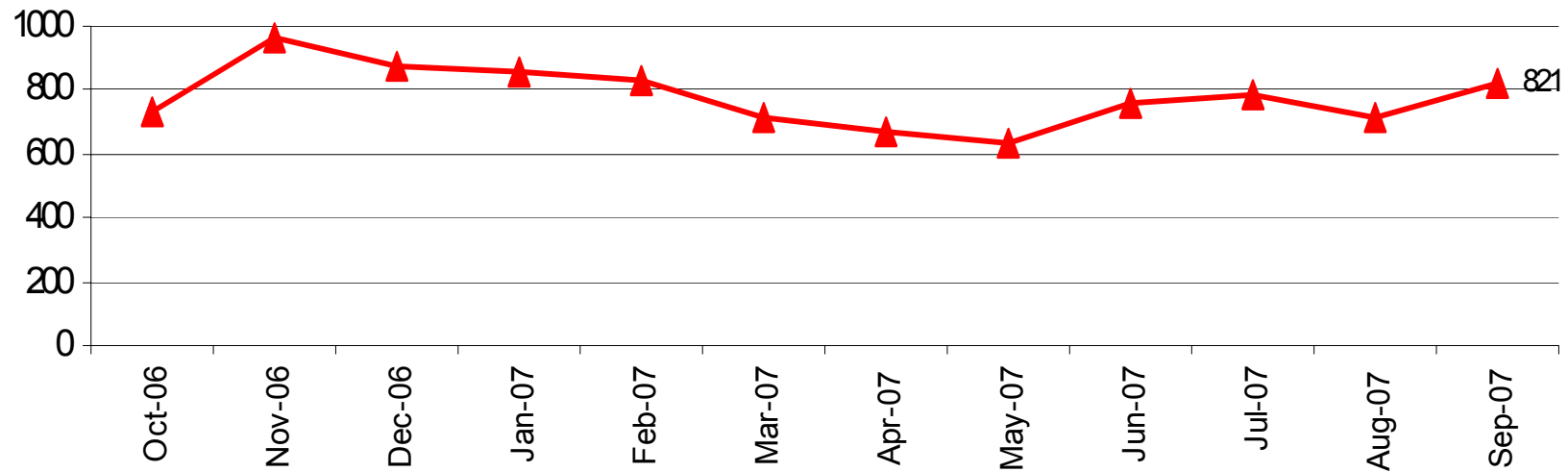
QUALITY OF CAUSE ANALYSIS STATION AVERAGE



Corrective Action Program

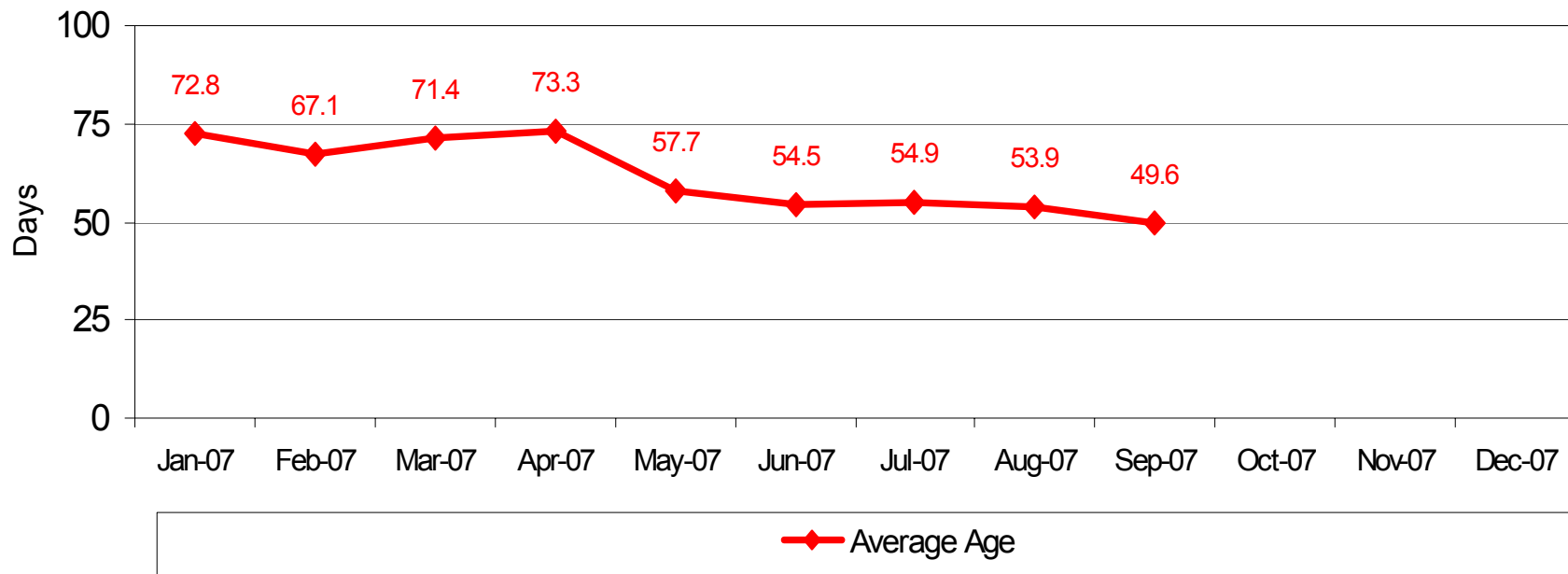
CONDITION REPORT EVALUATIONS BACKLOG

SL1-3 Backlog



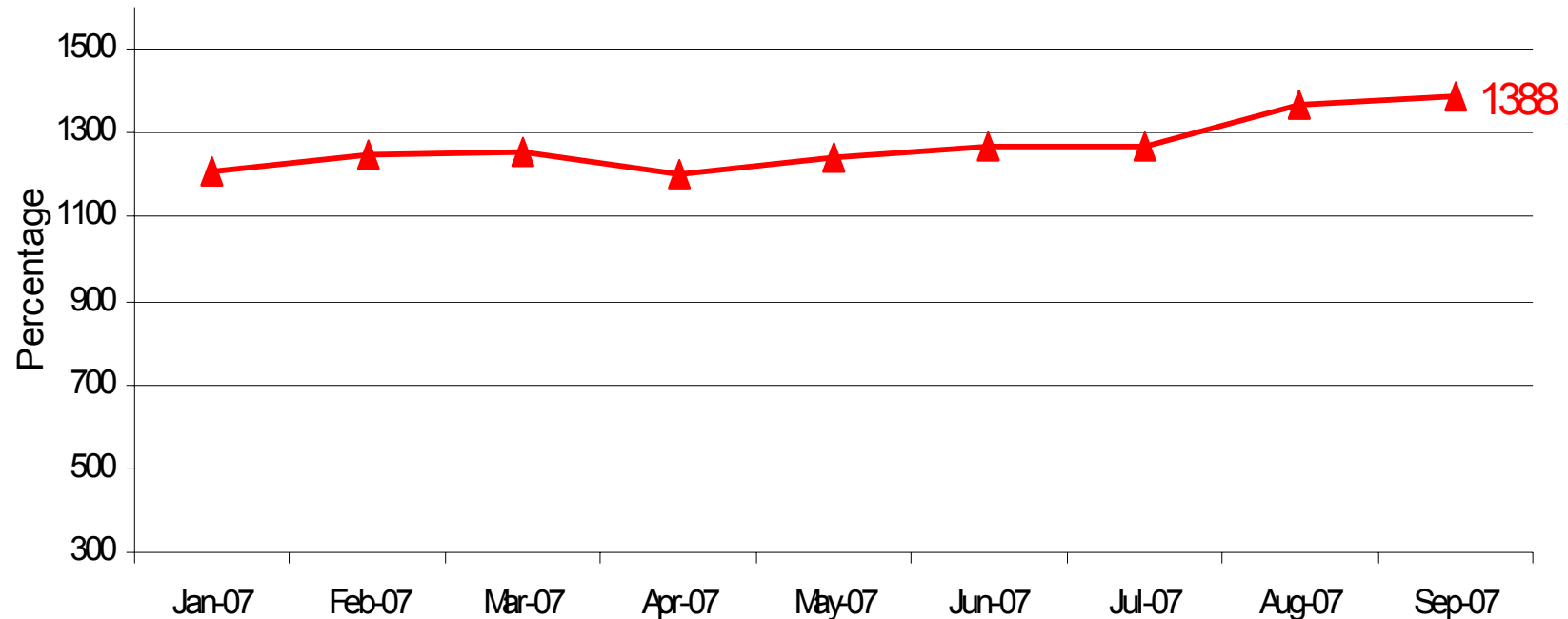
Corrective Action Program

AVERAGE AGE OF OPEN EVALUATIONS



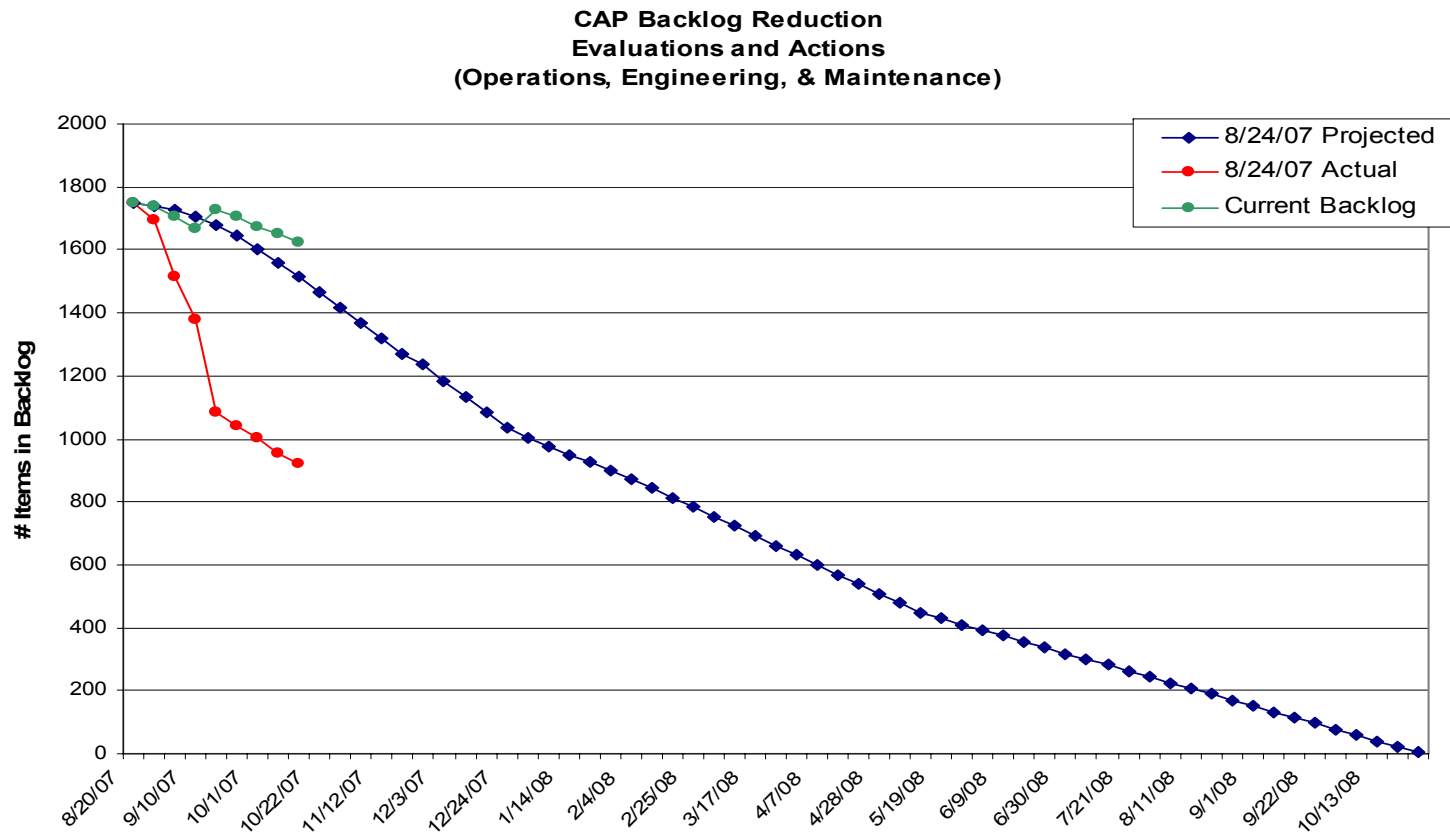
Corrective Action Program

CONDITION REPORT CORRECTIVE ACTIONS BACKLOG



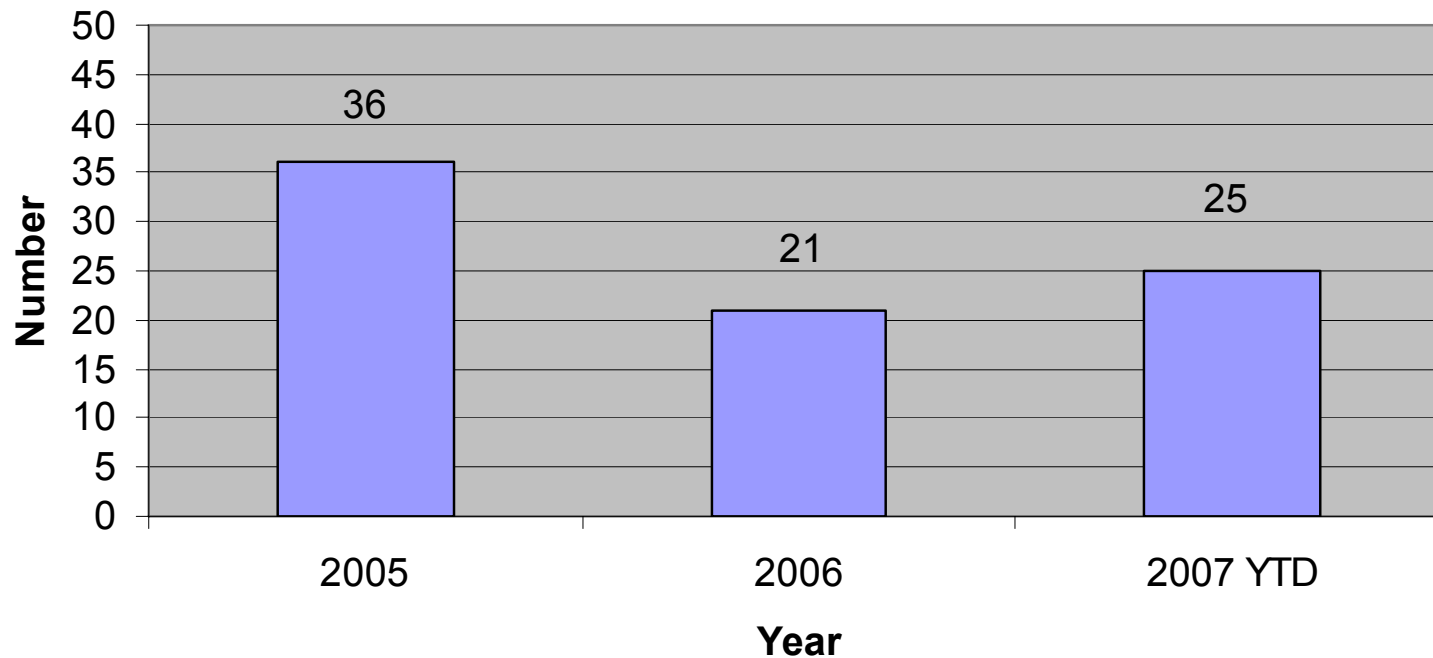
Corrective Action Program

- Reduction of Frozen Scope for Maintenance, Operations and Engineering evaluations and actions



Corrective Action Program

Number of Repeat Condition Reports



SCWE

- FPL believes a Safety Conscious Work Environment (SCWE) is essential to a healthy Corrective Action Program
- SCWE surveys are conducted as a standard fleet practice
- Turkey Point has taken an additional step and conducted a site Culture Survey
- Turkey Point has benefited from both of these surveys



SCWE Survey

- SCWE surveys were completed in 2005 and 2007
- A standard industry survey developed by the Nuclear Energy Institute (NEI) was selected
- The surveys were independently evaluated by Scantron Corporation
- The survey used 20 statements. Participants were asked to determine whether they agreed with the statements on a four point scale.
 1. Strongly Disagree
 2. Somewhat Disagree
 3. Somewhat Agree
 4. Strongly Agree
- High level of participation in survey (89%)
- Actions from the survey are included in the Road to Excellence Plan



SCWE Survey

- Several positives were identified
 - Site personnel
 - Understood their responsibility to identify problems and adverse conditions;
 - Knew how to initiate a condition report using the electronic system; and
 - Were familiar with the Employee Concerns Program
- The areas with the highest level of disagreement were the following:
 - Confidence that issues identified in CAP will be resolved in a timely and quality manner
 - Comfort in challenging management decisions



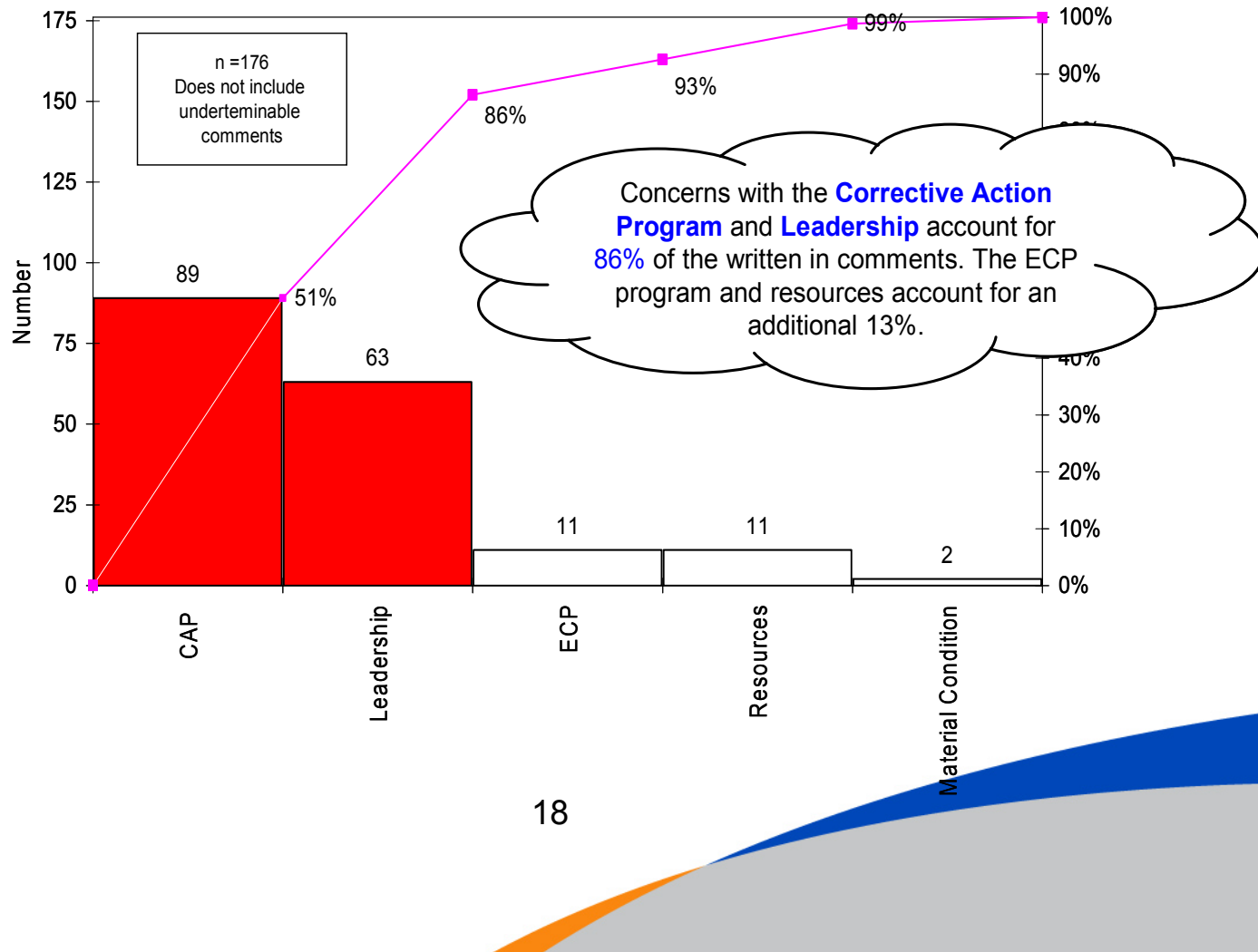
SCWE Survey

- The distribution of Turkey Point's responses are similar to the FPL fleet and industry; however, the level of disagreement is higher at Turkey Point
- The survey also indicated that some contractors did not understand how to initiate a condition report



SCWE Survey

Summary Pareto of Comments Written in on SCWE Survey



Site Culture Survey

- A culture survey was performed at Turkey Point to understand the drivers for attrition and improve organizational effectiveness
- The survey was independently created by Human Synergistics and administered at Turkey Point with a site specific addendum that had questions which requested write-in answers
- A review of the survey was performed and actions to address attrition issues are included in the Road To Excellence Plan

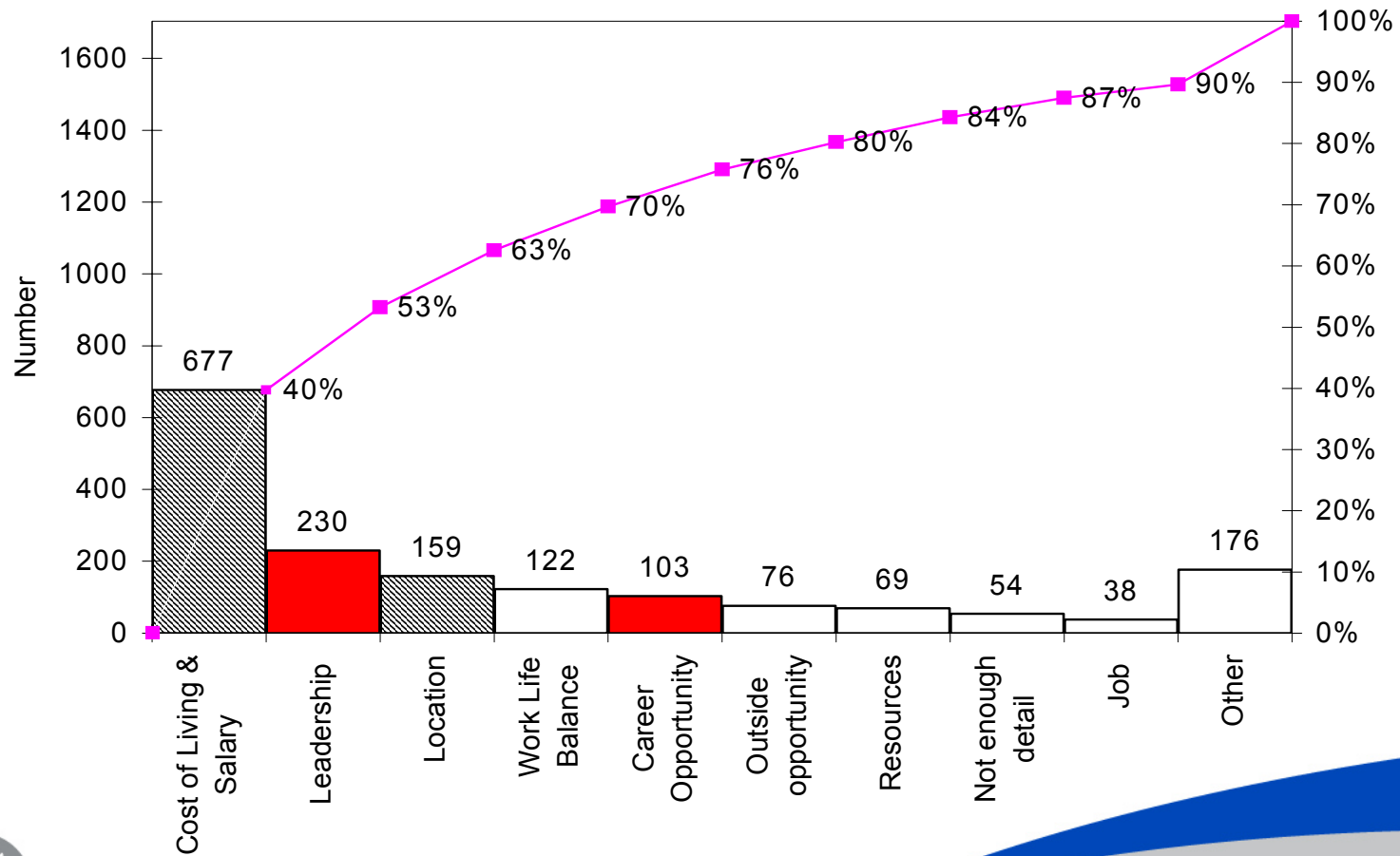


Site Culture Survey

Supplemental Question B

"Please indicate three reasons why you might leave your job at PTN"
Major Categories

n = 1704
Reasons



Improvement Plan

- Corrective action program
 - Improve CR evaluation throughput
 - Reduce CR action backlog
 - Reduce CR actions greater than 200 days

CAP Performance Targets

	10/10/07	12/17/07	12/31/08
Average Age of Corrective Action Evaluations	50 Days	47 Days	30 Days
CAP Action Backlog	1475 Actions	1375 Actions	950 Actions
Number of Corrective Actions > 200 Days Old	400 Actions	325 Actions	200 Actions

Improvement Plan

- Leadership
 - Implemented routine 3Cs Meetings (Compliments, Communications, and Concerns)
 - Implemented periodic Executive Leadership Meetings (CNO & FPL Group COO)
 - MARC Training (Management Associated Results Company, Inc)
 - Identify target population, approximately 80 individuals (Due date: December 1, 2007)
 - Develop tailored MARC lesson plan for Turkey Point (Due date: January 31, 2008)
 - Complete MARC training classes for first 20 individuals (Due date: March 30, 2008)



Improvement Plan

- Specialized SCWE Refresher Training
 - Communicate and reaffirm the FPL Nuclear Division SCWE policy (NP-809) (Due date: November 22, 2007)
 - Train managers and supervisors (Due date: December 14, 2007)
 - Train employees (Due date: June 30, 2008)
- SCWE Surveys
 - Conduct a SCWE survey in 2008
- Employee Concerns Program (ECP)
 - Perform a self assessment of the ECP for Turkey Point utilizing fleet resources (Due date: January 31, 2008)



ROAD TO EXCELLENCE

Plant:

Restore equipment and material condition

- Reduce on-line and outage maintenance backlogs
- Accelerate capital improvements
- Eliminate corrosion and coatings deficiencies
- Improve operational margin
- Implement PMO program

People:

Train and qualify new staff and reduce attrition rate

- Fill station to approved staffing numbers
- Attract and retain talented employees
- Establish and reinforce standards and expectations
- Improve leadership skills
- Provide professional work environment for employees
- Celebrate station successes
- Implement career development program

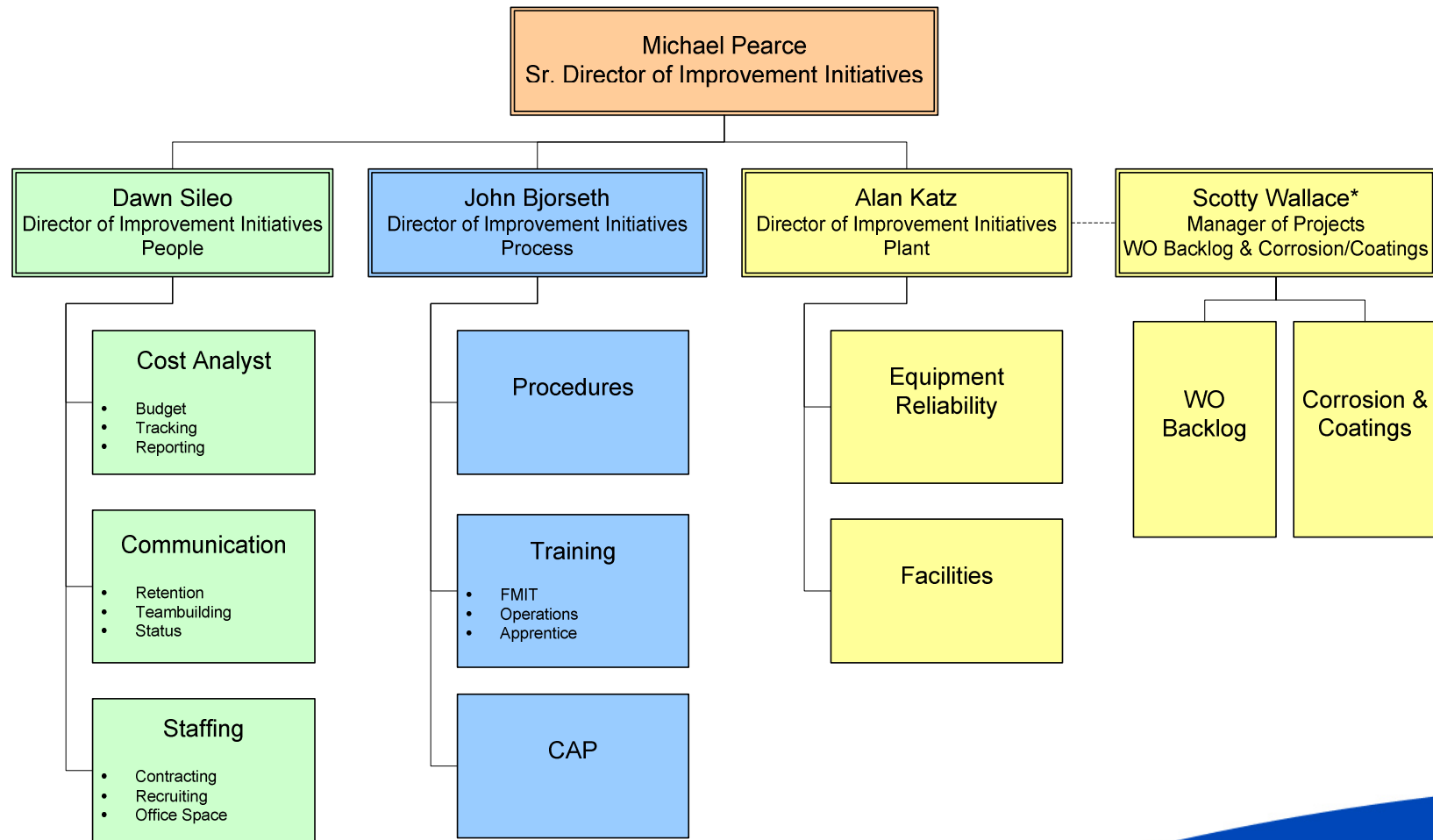
Process:

Modify processes and procedures to align with workforce experience

- Implement procedure upgrade program
- Reduce corrective action backlog
- Upgrade training programs
- Obtain experienced oversight for work
- Implement process improvements consistent with industry best practices



Road To Excellence



Closing Remarks

- Actions have been put into place to improve CAP performance
- Defined targets and goals have been established for the CAP backlog
- Additional resources are being applied to accelerate backlog reduction
- Actions are included in the Road To Excellence Plan to improve and sustain CAP effectiveness and a safety conscious work environment

