



2008 NRC End of Cycle Meeting
April 29, 2009

NextEra Energy Point Beach Public Meeting with NRC Region III

Agenda

Introductions

Opening Remarks

Larry Meyer

Substantive Cross-Cutting Themes

Corrective Action

Brad Castiglia

Documentation

Brad Castiglia

Safety Culture

Larry Meyer

Conclusions

Larry Meyer

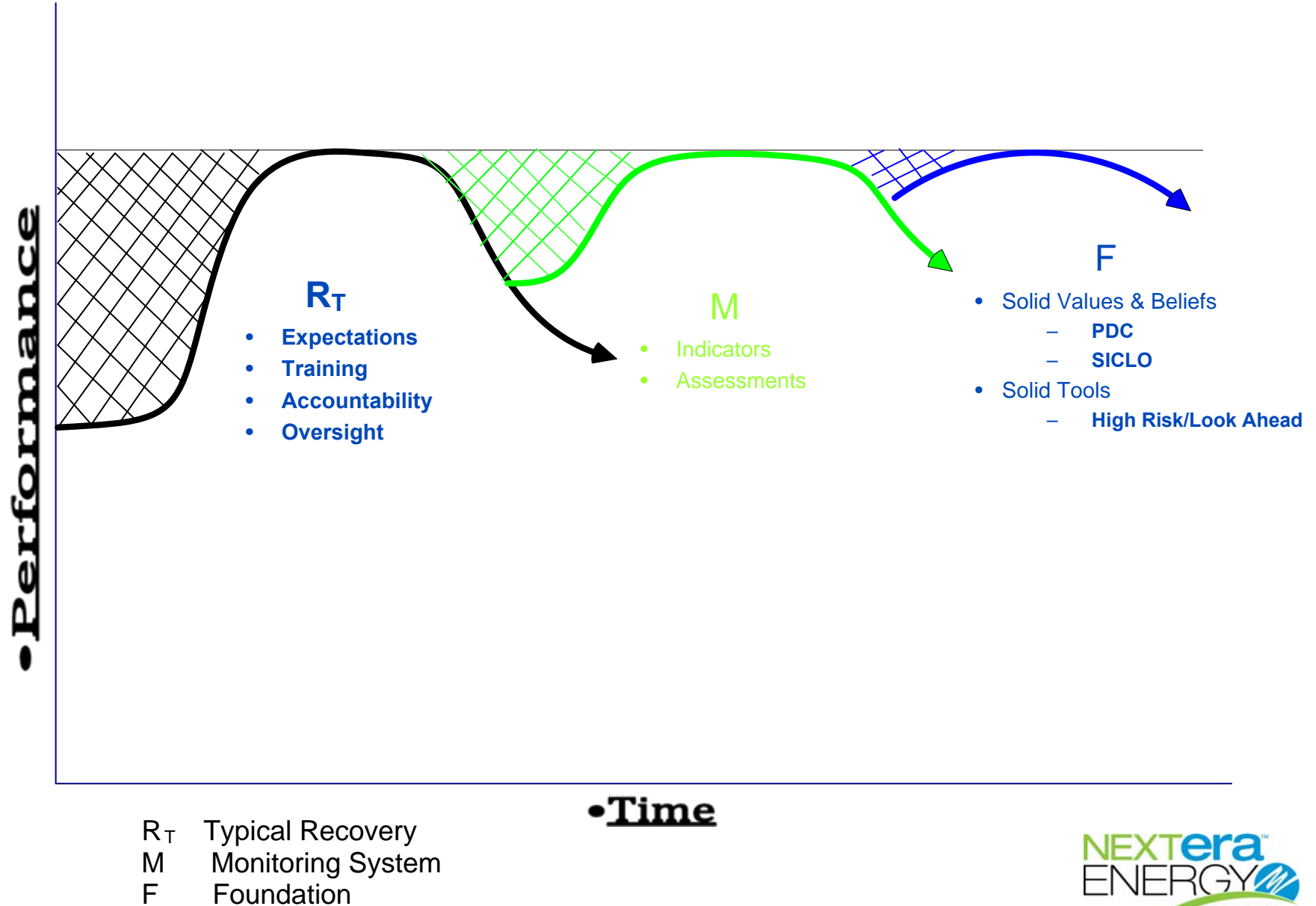
Closing Remarks

Larry Meyer

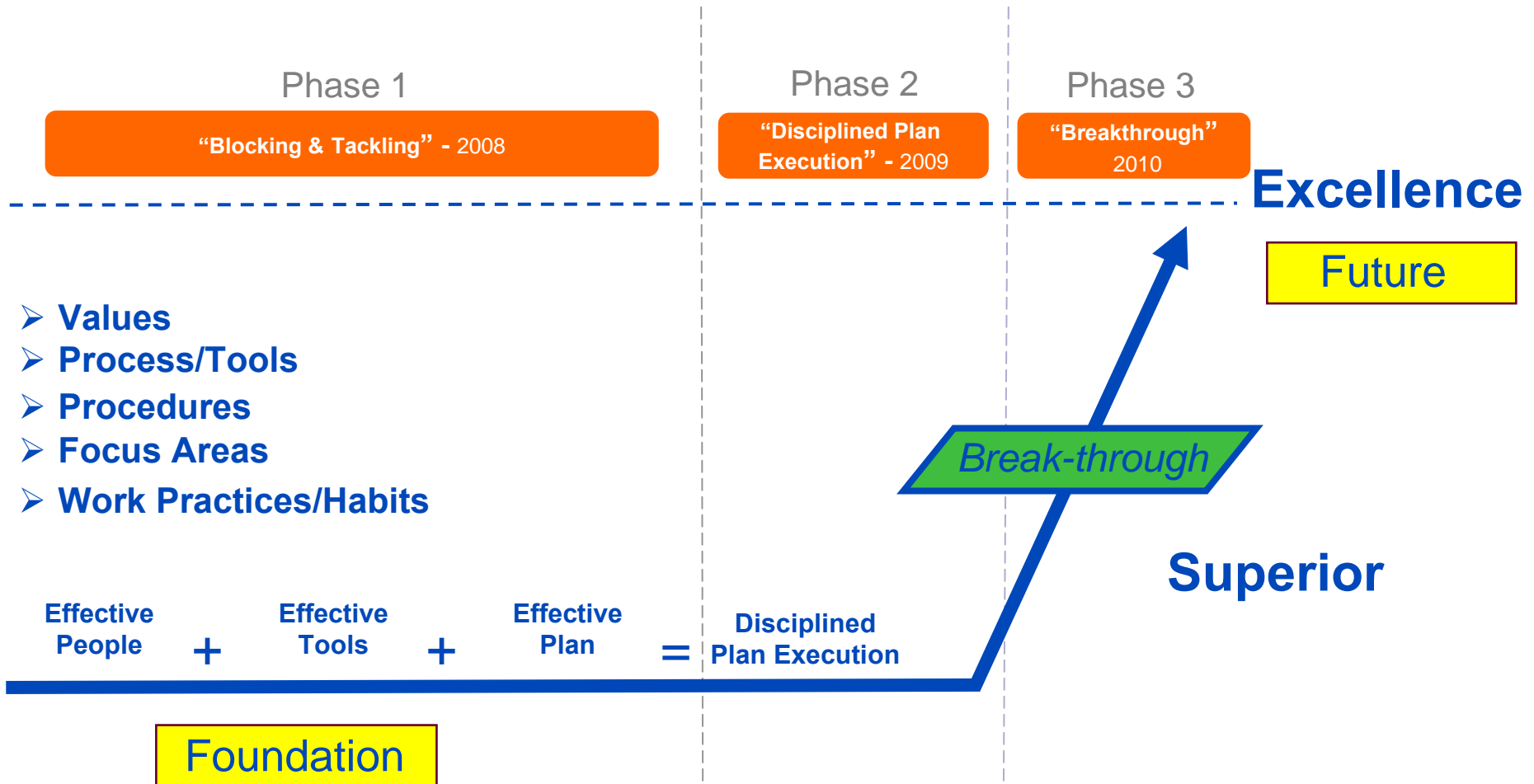
OPENING REMARKS

Larry Meyer
Site Vice President

Sustainability



Road to Excellence – “Progress On The Journey”



Point Beach



2009 Priorities

Safety – It's Fundamental in Our Work

Industrial – Radiological – Nuclear

Every member of the Point Beach team is responsible to prevent accidents,
look out for each other and correct unsafe behaviors.

- **Accelerate Focus on Equipment Reliability**
Operations-Led, Top 10 Equipment List, Plant Health Committee, Minor Mods, Engineering Roles and Responsibilities, OPS Burdens, System Health
- **Dramatically Improve Work Management**
T-Week Meetings, Schedule Stability, Schedule Adherence, Backlogs, Productivity, FIN Team, Operations Support, Engineering Involvement
- **Continued Focus on Strengthened Fundamentals**
 - **Corrective Action Program**
Screening, Trending, Quality Evaluations and Actions, Backlogs, Department CARBs
 - **Procedure Use and Quality**
Procedure Quality, Procedure Use Expectations, Backlogs
 - **Leader Engagement**
Field and Training Observations, Coach of the Day, 2Cs Meetings, Administrative Burden, Supervisor Engagement
 - **Low Value Work Reduction**
- **Improve Plant Training Programs**
Improve Training Committees, Line Ownership of Training, Training Ownership for Plant Performance, Conduct of Training, Training Evaluations
- **Unit 2 Outage Readiness/Execution**
Unit 1 Lessons Learned, Scope Control, Schedule Preparation, Look Aheads, HIT Teams, Rapid Trending, IPTE Briefs, EPU, Projects, Modifications

Success in these areas is essential for any Operations-led organization.

CORRECTIVE ACTION

Brad Castiglia
Performance Improvement Manager

CORRECTIVE ACTION

Completed Actions Update

- ACE Review Board implemented in 4Q08
- Departmental Corrective Action Review Boards (CARBs) implemented in 4Q08
- Management performance appraisal criteria for CAP quality and timeliness implemented in 1Q09
- Workdown curves and PIs for CAP backlog established in 1Q09
- New metrics established at department level as well as site level
- Root and Apparent Cause training lesson plans were developed in December 2008; training is in progress

CORRECTIVE ACTION (continued)

Results - October 2 letter forecasted results in 2Q09

- Average age of evaluations ≤ 30 days. **Actual: <15 days**
- Average age of corrective actions ≤ 135 days. **Actual: 97 days**
- Corrective Action Review Board acceptance rate sustained for 3 months at 85% or greater. **Actual: >85% YTD**
- Continued low threshold on CAP initiation rate
 - 11,500 CAPs initiated in 2008; 2900 CAPs initiated in 1Q09
 - We have seen more CAPs initiated by our Auxiliary Operators and maintenance workers
- **>90 days without an overdue CAP**

CORRECTIVE ACTION (continued)

Results (continued)

- **Prioritization of CAPs has improved according to risk**
- **CAP action backlog has been reduced from approximately 2200 in November 2008 to <1300 today**
- **Self-assessments are critical and department CARBs are looking at the right things and are effective**
- **PI&R inspection concluded CAP is being effectively implemented with noticeable improvement in last six months**

DOCUMENTATION

Brad Castiglia
Performance Improvement Manager

DOCUMENTATION

Completed Actions

- Performed pre-work walk-downs to capture procedure issues
- Revised pre-job brief procedure to provide feedback on procedure quality
- Implemented performance indicator for procedure quality
- Training on use of N/A in procedures
- Senior craft ownership of procedures
- Dynamic evaluation activity conducted
- Extended “Coach the Coach” program to lead craft level personnel in Maintenance
 - In the last month Maintenance Leads performed >40 observations
- Training on reverse job briefs

DOCUMENTATION (continued)

Results - October 2 letter forecasted results in 2Q09

- Procedure revision backlog reduced by 50% in 4Q08; **Actual 50% in 4Q08 and 75% in 1Q09**
- Satisfactory quality of upgraded procedures to be verified in 2Q09; **Actual:**
 - Only 1 procedure related site level event
 - Positive NOS observations on quality
 - Low numbers of corrective and temporary procedure change requests
- **Workers demonstrating correct behaviors**
- **Procedure change requests are being prioritized to align with work management process so revisions are complete prior to walk down in the field; observations have shown improved results in work**
- **PCRs are continuing to be initiated at a healthy rate in 2009**

SAFETY CULTURE

Larry Meyer
Site Vice President

CONFIRMATORY ORDER

Completed Actions

As committed in the November 15, 2008, update, all actions have been completed and sustainability measures have been implemented.

- **All “Quick Hitters” were completed by December 15, 2008**
- **Communications Action Plan**
 - Crucial Conversations training was completed in January 2009
- **Knowledge Transfer/Succession Planning**
 - Staffing/Knowledge Retention/Succession Plans were implemented
- **RP Resources**
 - Departmental staffing completed
- **Communicating Status of Equipment**
 - Top 10 Equipment List rolled out

CONFIRMATORY ORDER

Remaining Actions

- **Effectiveness review of overall SCWE Order actions to be completed by May 15, 2009**
- **Monitoring of actions will continue**

CULTURE SURVEY

- Evaluation and Contemplated Actions Submitted to NRC on December 22, 2008
- Numerous actions taken promptly to address key areas illuminated by survey:
 - Staffing/Workload
 - Confidence in Corrective Action Program (CAP)
 - Leadership Effectiveness
 - Balancing Safety and Production
- Since Then:
 - Contemplated Actions are On Track
 - Staffing/Workload – Low Value Added Work Reduction Program
 - CAP
 - Reduction of Backlogs and continued Strengthening of CAP
 - Personnel are getting feedback on their CAPs
 - Leadership Effectiveness – Established Team with Lateral Integration

CULTURE SURVEYS

Actions in Progress

- **Outlier Departments have taken action**
 - Procedures & Document Control
 - Performance Improvement
 - Operations
 - Maintenance
 - Supply Chain
 - Radiation Protection
 - Information Management
 - Emergency Preparedness
- **An independent assessment of actions will be performed by June 30, 2009**

CULTURE SURVEYS

Results

- **“Walking Around” feedback indicates “cautious optimism” is accumulating**
- **PI&R Inspection concluded the positive results regarding SCWE**
- **INPO Organizational Effectiveness survey results**

CONCLUSIONS

- **PBNP has done what we said we were going to do; closure effectiveness measures were met ahead of schedule**
- **PBNP has confidence that our actions are more effective and sustainable**
 - Drivers are understood
 - Organizational capacity exists to address the causes
 - Oversight will ensure fixes remain in place
 - Approach to recovery focuses on sustainability

CLOSING REMARKS

Larry Meyer
Site Vice President