



U.S.NRC

UNITED STATES NUCLEAR REGULATORY COMMISSION

Protecting People and the Environment

October 2010

SFST Seminar

**Overview of
Process Improvement Effort for
Part 72 General License Review Process**

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Agenda

- Process Improvement at NRC Using Lean Six Sigma
- Project Overview
- Current Status
- Next Step and How You Can Help!

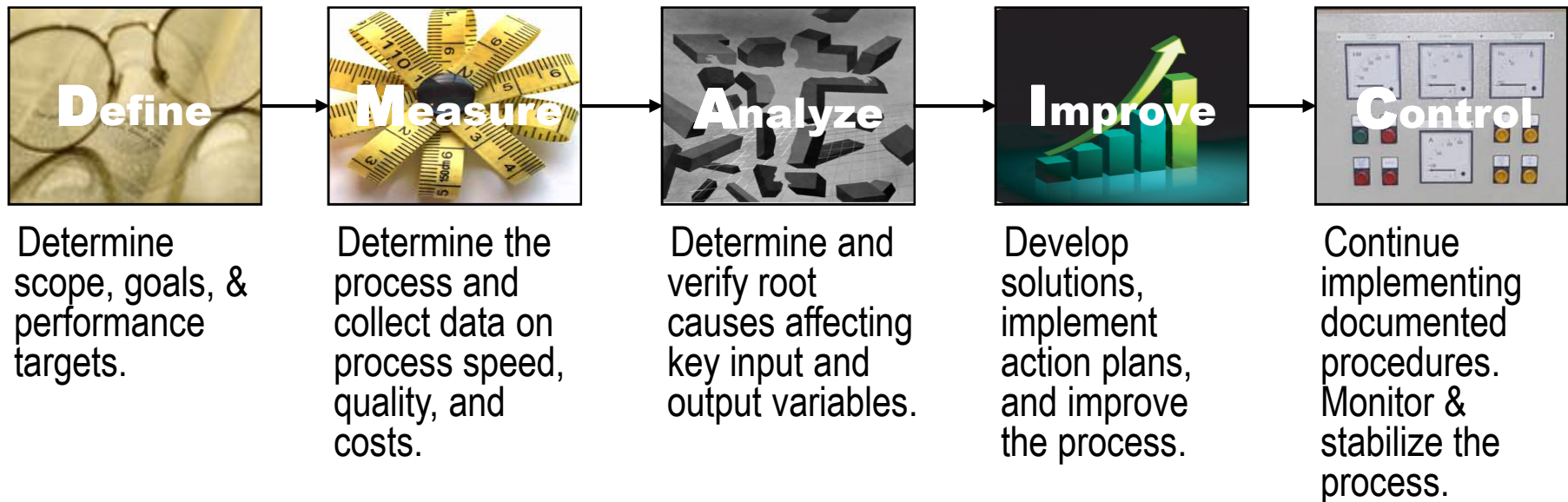


Team Members

- Project Sponsor: Doug Weaver
- Black Belts: Yen-Ju Chen & Darren Piccirillo
- Team Members:
 - Chris Bajwa
 - Elva Bowden Berry (OGC)
 - Debra Damiano
 - Earl Easton
 - Douglas Garner (NSIR)
 - Merri Horn (FSME)
 - Daniel Huang
 - John Hull (OGC)
 - Jim Pearson
 - Michele Sampson
 - Robert Temps
 - Wanda Wheatley

Lean Six Sigma at the NRC

Lean Six Sigma is a highly structured methodology used to accomplish sustained improvements to the types of processes, transactions, and services that are performed every day at the NRC. The Lean Six Sigma process improvement methodology is divided into five distinct phases as shown below. The acronym for these five phases is DMAIC.





How Does LSS Work?

- A Systematic & Structured Process.
- Gate Reviews Ensure Alignment.
- Control Plan Ensures Implementation and Performance Measure.
- Stakeholders Involvement Throughout the Process, Especially in Decision Making.
- Continuous Communications.
- Clear Roles & Responsibilities.



Problem Statement

- Currently, NMSS is expecting casework increase without corresponding FTE increase, which could impact the organization's ability to meet timeliness metrics and proposed schedules for licensing actions and increase the amount of casework in process.
- Licensees and vendors also expressed concerns about predictability in the time and information needed to process casework.



Goal Statement

- Increase the efficiency of General License process under Part 72 by
 - reducing the amount of time/staff efforts for technical review, and
 - reducing the time to process applications for storage certificates of compliance.
- Ensure openness and transparency to enhance process predictability and public confidence.



Project Scope

- In Scope: Regulations, guidance, policies, procedures, and office instructions with respect to the framework of licensing activities and how the recommendations would affect them; inspection and licensing interface to help each other work better; keep risk-informed and performance-based enhancements in perspective when recommending any changes.
- Out of Scope: Technical research, legislation changes, inspection program, enforcement, and acceptance review process.



Current Project Status

- Completed Define, Measure, and Analyze Phases
 - [Charter](#)
 - [Process Map](#) (Process Flow)
 - Data Collection
 - Root Cause Prioritization
- Revised [User Need Memo Template](#)



Root Cause Categories

- Guidance & References
- Experience, Training & Knowledge Management
- Rules of Engagement (External Communications)
- Internal Communications
- Tracking & Scheduling
- Timing in the Process



Root Cause Prioritization

- No specific guidance on tech specs and CoC
- No formal opportunity for timely internal communications
- General scheduling issues
- Late RAI responses
- Less experienced PMs, reviewers, and BCs



Next Step

- Improve Phase
 - Develop criteria for evaluating solutions
 - Generate potential solutions
 - Select & prioritize solutions
- How You Can Help...
 - Feedback & comments



Project Schedule

- Team Launch – March 2, 2010
- Define: Gate Review – July 15, 2010
- Measure/Analyze: Gate Review – October 20, 2010
- Improve: Gate Review – January/February 2011
- Control: January/February 2011



Background Information

- All project related documents are in NRC Knowledge Center:
<http://nrcknowledgecenter.nrc.gov/CommunityBrowser.aspx?id=14036&lang=en-US>
- Also linked from SFST Program Review SharePoint Site:
<http://portal.nrc.gov/edo/nmss/sfst/programreview/default.aspx>