UNITED STATES
NUCLEAR REGULATORY COMMISSION
REGION IV
612 EAST LAMAR BLVD, SUITE 400
ARLINGTON, TEXAS 76011-4125

December 1, 2010

Mr. Matthew W. Sunseri, President and
Chief Executive Officer
Wolf Creek Nuclear Operating Corporation
P.O. Box 411
Burlington, KS 66839

SUBJECT: SUMMARY OF PUBLIC MEETING WITH
WOLF CREEK NUCLEAR OPERATING CORPORATION

Dear Mr. Sunseri:

On November 29, 2010, representatives of Wolf Creek Nuclear Operating Corporation met with NRC personnel at the NRC Region IV Office in Arlington, Texas, to discuss the initiatives being implemented to improve performance in the area of problem identification and resolution. The list of attendees and a copy of the licensee's presentation are included as Enclosures 1 and 2.

In accordance with 10 CFR 2.390 of the NRC's "Rules of Practice," a copy of this letter and its enclosures will be available electronically for public inspection in the NRC's Public Document Room or from the Publicly Available Records (PARS) component of the NRC's Agencywide Documents Access and Management System (ADAMS). ADAMS is accessible from the NRC web site at http://www.nrc.gov/reading-rm/adams.html (The Public Electronic Reading Room).

Sincerely,

/RA/

Don Allen
Chief, Projects Branch B
Division of Reactor Projects

Docket: 50-482
License: NPF-42

Enclosures:
1. Attendance List
2. Presentation Slides

Site Vice President
Wolf Creek Nuclear Operating Corporation
P.O. Box 411
Burlington, KS 66839

Jay Silberg, Esq.
Pillsbury Winthrop Shaw Pittman LLP
2300 N Street, NW
Washington, DC 20037

Supervisor Licensing
Wolf Creek Nuclear Operating Corporation
P.O. Box 411
Burlington, KS 66839

Chief Engineer
Utilities Division
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

Office of the Governor
State of Kansas
Topeka, KS 66612-1590

Attorney General
120 S.W. 10th Avenue, 2nd Floor
Topeka, KS 66612-1597

Chairman
Coffey County Courthouse
110 South 6th Street
Burlington, KS 66839

Chief, Radiation and Asbestos
Control Section
Bureau of Air and Radiation
Kansas Department of Health and
Environment
1000 SW Jackson, Suite 310
Topeka, KS 66612-1366

Chief, Technological Hazards
Branch
FEMA, Region VII
9221 Ward Parkway
Suite 300
Kansas City, MO 64114-3372

Institute of Nuclear Power Operations (INPO)
Records Center
700 Galleria Parkway SE, Suite 100
Atlanta, GA 30339

Electronic distribution by RIV:
Regional Administrator (Elmo.Collins@nrc.gov)
Acting Deputy Regional Administrator (Brian.Holian@nrc.gov)
DRP Director (Kriss.Kennedy@nrc.gov)
DRP Acting Deputy Director (Troy.Pruett@nrc.gov)
DRS Acting Director (Anton.Vegel@nrc.gov)
Senior Resident Inspector (Chris.Long@nrc.gov)
Resident Inspector (Charles.Peabody@nrc.gov)
WC Administrative Assistant (Shirley.Allen@nrc.gov)
Branch Chief, DRP/B (Don.Allen@nrc.gov)
Senior Project Engineer, DRP/B (Rick.Deese@nrc.gov)
Project Engineer, DRP/B (Greg.Tutak@nrc.gov)
Project Engineer, DRP/B (Nestor.Makris@nrc.gov)
Public Affairs Officer (Victor.Dricks@nrc.gov)
Public Affairs Officer (Lara.Uselding@nrc.gov)
Project Manager (Balwant.Singal@nrc.gov)
Branch Chief, DRS/TSB (Michael.Hay@nrc.gov)
RITS Coordinator (Marisa.Herrera@nrc.gov)
Regional Counsel (Karla.Fuller@nrc.gov)
Congressional Affairs Officer (Jenny.Weil@nrc.gov)
OEMail Resource
OEDO RIV Coordinator, (Geoffrey.Miller@nrc.gov)

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SUNSI Rev Compl.	X Yes ☐ No	ADAMS	X Yes ☐ No	Reviewer Initials	RWD
Publicly Avail	X Yes ☐ No	Sensitive	☐ Yes X No	Sens. Type Initials	RWD

RIV/DRP:SPE/B	C:DRP/B			
RWDeese	DBAllen			
/RA/	***/RA/***			
12/1/10	12/1/10			

OFFICIAL RECORD COPY T=Telephone E=E-mail F=Fax

NRC PUBLIC MEETING ATTENDANCE	
LICENSEE/FACILITY	Wolf Creek Nuclear Operating Corporation Wolf Creek Generating Station
DATE/TIME	November 29, 2010 / 1:00 p.m. CDT
LOCATION	NRC Region IV Office Arlington, TX
NAME (PLEASE PRINT)	**ORGANIZATION**
FRED MADDEN	LUMINANT POWER
Greg Tutak	NRC/RIV
Lara Uselding	NRC/RIV
Russell Smith	WCNOC
Matt Sunseri	WCNOC
LANNY RATZLAFF	WCNOC
Steve Koenig	WCNOC
Diane Hooper	WCNOC
Michael Hay	NRC/RIV
Jennifer Clark	Public - by Telecom
Balwant Singal	NRC PM - by Telecom

Response to Mid-Cycle Performance Review

Wolf Creek
Nuclear Operating Corporation
November 29, 2010

Introduction

Matt Sunseri

Agenda

- Introductions
- Opening Comments
- Problem Identification and Resolution Improvement Efforts
  - Corrective Actions
  - Measures to Monitor Improvement
  - Safety Culture
- Closing Remarks

Introductions

- Matt Sunseri, president and CEO
- Steve Koenig, manager Corrective Actions
- Lanny Ratzlaff, manager Engineering
- Russell Smith, plant manager
- Diane Hooper, supervisor Licensing

Opening Comments

- Mid-Cycle Performance Review Concerns
  - Fifth consecutive assessment letter with a substantive crosscutting issue in problem evaluation.
  - New substantive crosscutting issue in corrective action.
- This meeting is to discuss our efforts for problem identification and resolution improvement.

Opening Comments

- Today is different.
  - Corrective actions are in place to address the evaluation and corrective action themes.
  - Measures are in place to monitor performance improvement progress.
  - Safety Culture is being monitored to identify areas for improvement.
  - We are seeing results.

Problem Identification and Resolution Improvement Efforts

Corrective Actions

Steve Koenig

PI&R Corrective Actions

- Nuclear Safety Culture Training
  - Uses plant corrective action examples to show the impact a strong nuclear safety culture can have on operation.
- Operational Focus Plan
  - Shift managers champion key equipment areas.
  - They are communicating their priorities directly to the plant.
  - Reviewed each morning for alignment and progress.

8

PI&R Corrective Actions

- Corrective action program and work controls processes combined into a single point of entry process.
  - Aligns work controls process with Regulatory Issue Summary (RIS) 2005-020, Revision 1.
- A strategic benchmarking plan tactically identifies performance gaps and targets industry top performers for comparison.
  - Ensures Wolf Creek standards keep pace with industry top performers.

9

PI&R Corrective Actions

- Interim effectiveness measures monitor improvement real time.
- Two high-level examples of interim actions:
  - Challenge boards
  - Performance indicators for challenge boards

10

Problem Identification and Resolution Improvement Efforts

Challenge Boards

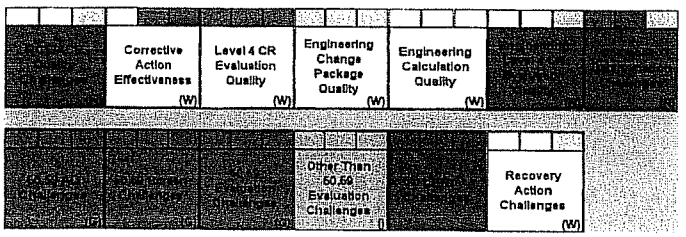
Lanny Ratzlaff

Challenge/Quality Boards

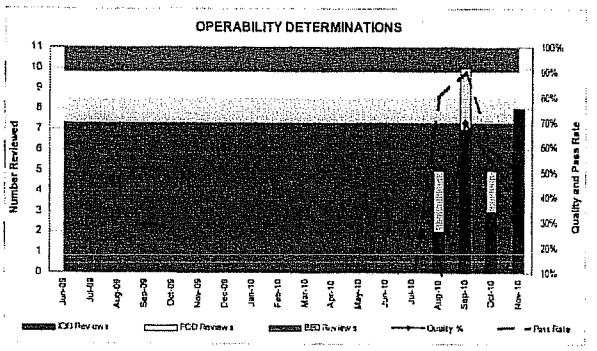
- **What Are Challenge Boards?**
  - Result of a Root Cause corrective action
  - Team evaluation of products
  - Targeted mainly for PI&R products
  - Set standards through quality criteria
  - Drive improvement in quality and rigor
  - Cross-organization management team members
  - Formalized charters
  - Meet periodically (daily, weekly, as needed)

12

Challenge Boards



- Metrics measure progress and trends



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Challenge Boards

- **Results**
  - Self identification of product quality issues
  - Feedback and communication for learning and internal operating experience
  - Work product quality improving
  - Identifying areas of weakness
  - Raising the bar and changing behaviors
  - New boards created when deemed necessary
- Acceptance criteria will be periodically benchmarked to keep pace with the industry.

15

Problem Identification and Resolution Improvement Efforts

Safety Culture

Russell Smith

Safety Culture

- Progress
  - New behaviors
  - Measuring performance
  - Taking action
  - Examples
  - Results

17

Safety Culture

- New Behaviors
  - Broader understanding of Safety Culture:
    - Training the Station
      - How actions reflect our culture
      - How we can impact and change our culture
  - Decision making
    - Our decisions reflect our safety culture.
  - Priorization
    - How we prioritize work reflects our safety culture.
      - Operational focus plan

18

Safety Culture Precursor Indicator

- Measuring Performance
  - Implemented a precursor indicator on Safety Culture.
  - Incorporates safety culture aspects from root cause evaluations and apparent cause evaluations.
  - Basic common cause evaluations are performed when thresholds are reached.
  - Organizational Effectiveness Team monitors indicator, assigns causal evaluation to divisional managers.
  - Five common causes in progress.

Safety Culture

- Example from Performance Indicator
  - Safety Culture Aspect evaluation:
    - Identified in September 2010: Negative Safety Culture Trend in Operating Experience (OE)
    - Identified in October 2010: Safety Culture Declining Trend in Human Performance Resources/Documentation
  - Cause:
    - OE available but not effectively evaluated or implemented into procedures.
    - Procedures not providing individuals the guidance they need to be successful due to OE not being incorporated.

Safety Culture

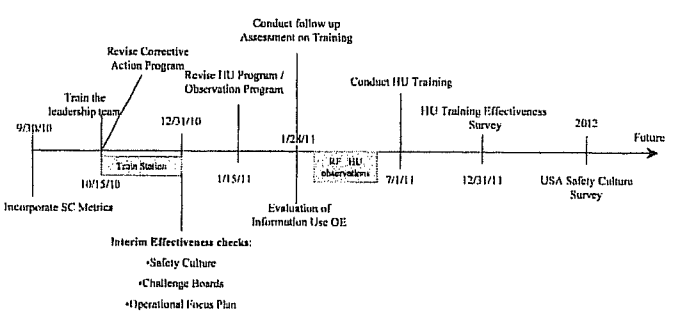
- Actions
  - Industry peer processes reviewed and a gap in our oversight was identified.
  - OE peer team with OE program owner and Single Point of Contacts.
    - This will provide peer accountability and opportunity to question the need for further evaluation and actions.
  - Training

Safety Culture

- Actions (cont.)
  - Challenge board for Operating Experience (OE)
  - Centrally located application to easily search for OE

NUCLEAR SAFETY CULTURE

2010-2012



Closing Remarks

Matt Sunseri

Closing Remarks

- Our action plan is a living plan to enable us to find and fix our own problems.
- We are identifying and addressing trends early on.
- We are seeing positive results.

References

- U.S. Nuclear Regulatory Commission (USNRC) letter, "Mid-Cycle Review and Inspection Plan – Wolf Creek Generating Station," to Matthew W. Sunseri, Wolf Creek Nuclear Operating Company (WCNOC), dated September 1, 2010.
- Matthew W. Sunseri, WCNOC, letter, "WM 10-0024, Docket No. 50-482: 30 Day Response to Mid-Cycle Performance Review and Inspection Plan – Wolf Creek Generating Station," to USNRC, dated September 30, 2010.