



UNITED STATES  
NUCLEAR REGULATORY COMMISSION  
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April 5, 2018

MEMORANDUM TO: Christopher G. Miller, Director  
Division of Inspection and Regional Support  
Office of Nuclear Reactor Regulation

FROM: Gregory Bowman, Chief */RA/*  
Reactor Oversight Process Assessment Branch  
Division of Inspection and Regional Support  
Office of Nuclear Reactor Regulation

SUBJECT: REACTOR OVERSIGHT PROCESS PERFORMANCE METRIC  
REPORT FOR CALENDAR YEAR 2017

The Reactor Oversight Process (ROP) self-assessment program evaluates the effectiveness of the ROP by measuring its success in meeting its pre-established goals and intended outcomes. The staff performed the Calendar Year (CY) 2017 performance metric analysis in accordance with the recently revised Inspection Manual Chapter (IMC) 0307, "Reactor Oversight Process Self-Assessment Program," and IMC 0307 Appendix A, "Reactor Oversight Process Self-Assessment Metrics," dated August 25, 2017.

Under Element 1 of the self-assessment process, the staff measures the effectiveness of, and adherence to, the current program using objective and measurable metrics based on readily available data. The staff uses a Red/Yellow/Green graded approach to measure metric adherence. Appendix A of IMC 0307 describes the performance metrics associated with the five Principles of Good Regulation: independence, openness, efficiency, clarity, and reliability. The staff designates the principle-specific metrics as the Independence (I), Openness (O), Efficiency (E), Clarity (C), and Reliability (R) metrics, respectively. The staff uses the metric analyses as an input to the annual Commission paper on the ROP self-assessment.

The results of the staff's CY 2017 metric analyses are enclosed. Enclosure 1 provides a summary of the metric results and Enclosure 2 provides the detailed report. The staff found that the ROP met most performance metrics based on the criteria defined in Appendix A to IMC 0307. Specifically, the staff found that the ROP met 22 out of the 26 performance metrics by satisfying the criteria defined in Appendix A to IMC 0307. One metric, associated with

Enclosure:

1. Metric Overview/Dashboard
2. Metric Report

CONTACT: Mary T. Anderson, NRR/DIRS/IRAB  
301-415-2939

completion of Final Significance Determinations (E-5), was found to be Yellow and fell within the specified range that warrants further evaluation and potential staff action to correct to avoid the acceptance criterion being exceeded. Three metrics were evaluated as Red, which indicates unexpected performance, requiring further evaluation and staff action to address the cause(s) of the failed metrics. The following summarizes the CY 2017 Red metrics:

- Completion of Performance Deficiency Determinations (E-4): 73 percent of the performance deficiency determinations were completed within the 120-day timeframe (Green metric is greater than 90%). This was the first year that data was collected for this metric.
- Responsiveness to ROP Feedback Forms (E-6): 46 percent of CY 2017 feedback forms were dispositioned within 12 months (Green metric is greater than 90%). 229 feedback forms remain in the backlog. This was the first year data was collected for this metric.
- Performance of Lessons-Learned Evaluations (R-1): An ROP lessons learned tracker was completed in the first quarter of CY 2018. Because development of this tracker is a component of meeting metric R-1, the staff did not meet the metric in CY 2017.

Red metrics aid the staff in identifying areas of potential programmatic weakness. The staff will take appropriate actions to address each of these Red metrics.

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NAME:	MAnderson	GBowman
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