

## MauroAssociates

Human Factors Engineering  
Industrial Design

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**Charles L. Mauro**  
*President*

June 25, 1980

Mr. John Ahearne  
Chairman  
U.S. Nuclear Regulatory Agency  
Washington, D.C. 20555

Dear Mr. Ahearne,

I have watched with great interest the events surrounding the Three Mile Island incident. When human factors engineering issues surfaced as primary problems I became even more interested, prompting my staff and I to obtain and review all available reports dealing with TMI.

Having studied the TMI case in detail, I am now convinced that the man-machine interface was, and is, a very complex problem, not well understood by the nuclear power generating industry. Further discussion with involved professionals and extremely helpful NRC staff has convinced me that critical man-machine issues are still not being properly addressed, even after TMI. I believe that there is a critical lack of integration between the human factors research being conducted and its application to the actual design decision making.

This lack of integration is common when human factors psychologists and design engineers work together on complex system problems. It is however, no excuse for poor system performance.

My reason for writing to you is simple and direct. I believe that my firm can provide the key insight into the conduct and application of post TMI human factors research to effective design decision making. My strong belief is based on our background and previous performance in the integration of human factors engineering and design. We are the only U.S. consulting firm with Ph.D. level human factors engineers and designers working side by side to solve complex system problems. Major U.S. and international corporations such as; AT&T, Bell Laboratories, Western Electric, Pfizer, Texas Instruments, Atomic Energy of Canada and General Electric of England, have called on us to solve problems conceptually identical to those facing the Nuclear Regulatory Commission.

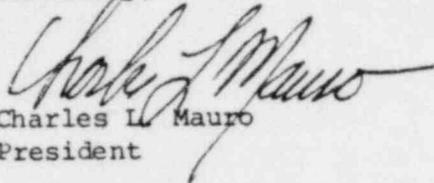
I believe that we have some of the answers and can help identify many of the primary questions related to man-machine problems in the post TMI systems development environments.

J. Ahearne  
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Please respond to my expression of interest and proposal to aid you in solving these very important systems problems. I hope to hear from you soon.

Enclosed is a detailed brochure containing my firms' experience and background.

Sincerely,



Charles L. Mauro  
President

CLM:sjg

Encl. 1

cc: H.R. Denton  
S. Hanower  
N. Thompson  
B. Budnitz  
D.P. Moynehan }  
J.K. Javitts }