

5.2.2 Problem Reporting System

The licensee's problem report program was reviewed with respect to the licensee's effectiveness in resolving radiological events, and for its use in making program improvements. One recurring radiological problem was reviewed by the inspector to measure the program's performance strengths and weaknesses.

The licensee continues to experience a chronic problem with contaminated tools being found outside of the radiologically controlled area (RCA). This situation has existed for several years and was previously designated by the licensee as a "severity level I problem report". Such issues are addressed by utilizing a root cause analysis, and comprehensive treatment of the root cause(s) and all contributing causes. This was done, but several more instances have again been reported in 1995. The problem has again been assigned as a severity level I problem report. At the time of this inspection, the problem report was still open. The inspector reviewed the initial corrective action recommendations and determined that these recommendations were not significantly different from the corrective actions implemented previously.

During this inspection, the inspector expressed concern about the need for additional corrective action recommendations to address the tool control issue. The licensee indicated that a special multi-disciplinary task force had been formed in late 1994, to restudy the tool control issue. The task force also reviewed the approach taken by another utility. Some significantly different ideas were proposed to the Plant Manager that, at the time of the inspection, had not been ~~endorsed~~ finalized. The Vice President of Nuclear Operations endorsed the ideas proposed by the special task force. These actions include substantially increasing the size and layout of the contaminated tool issue area, separate issue and return windows, and an integral tool decontamination shop. In addition to providing a more customer oriented tool issue and return area, the plans include the use of a bar code reader system to provide accountability for tools issued. These plans represent the long-term corrective actions.

In order to correct the problems at this time, particularly during the current outage period, the licensee performed a "sweep" of all RCA outage work areas, reclaimed any unused tools, and restocked the contaminated tool issue point. Also, those tools inside the RCA that were not already painted with magenta paint were painted to provide a visible indication that they are for RCA use only. The inspector was satisfied that appropriate attention and actions had been and would be taken with respect to short and long-term corrective actions.

The licensee's threshold for identifying and addressing problem report issues was excellent. The recurrence of the contaminated tool control problem was reported and there was a good record of these problem reports included in the problem report resolution process. The licensee used the multi-discipline group, the Problem Assessment Committee (PAC), to analyze the cause(s) of a reported problem. The PAC worked by assigning a plant individual to propose corrective actions. The PAC subsequently convened to either accept or reject