

Millstone Unit One OPERATIONS MANUAL

SECTION 11.1

"OPERATIONS SELF CHECK PROGRAM (STAR)"

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MP1 Operations Manager

OPERATIONS SELF CHECK PROGRAM

1.0 PURPOSE

This section defines the Operations Department Self-Check Program and applies to all Operator activities performed by the Operations Department.

2.0 GENERAL

2.1 Attention to detail is the level of concentration maintained by an Operator when focusing on a particular object, situation, task, or thought.

2.1.1 The Self-Check technique described in this section should be used by all Operators to enhance an Operator's attention to detail.

2.2 All Operators are responsible for performing tasks in a conscientious manner applying Self-Checking techniques when appropriate.

2.2.1 Due to its high impact on personnel safety as well as affecting plant equipment status, all tagging activities should include a self-check.

2.2.2 Self-checking is applicable to all operations activities, not just tasks that could possibly result in an event.

2.3 Self-Checking describes a work practice consciously and deliberately initiated by an individual to correctly accomplish the following prior to performing a specific task:

1. Identify the unit, train, component, etc.
2. Review the intended action and expected response.
3. Compare the actual response to the expected response.

2.4 Listed below are examples of conditions that could lead to errors if the Self-Checking technique is not used.

NOTE

This list is not all-inclusive and there is no priority or likelihood implied by the order of this list.

1. Performing procedural steps without fully understanding the intent.
2. Task interruptions - continuity of mental thought is interrupted.
3. Routine but critical tasks - Operator is skilled with task to extent that the task becomes routine; complacency can set in and attention may suffer.
4. Departure from an established routine.
5. Time pressure/hurried.
6. Unable to remember - relying on one's memory for successful task performance; having to remember more than three to five pieces of information.
7. Poor or no component labeling.
8. Simultaneously performing two or more tasks - mentally overloaded; ability to perceive is reduced.
9. Unexpected encounter with component or system interlock proceeding with a task inhibited by system.
10. Recent work experience on other train or unit - habits were formed for a particular train/unit.
11. First day of work after several days off.
12. Repetitive/boring task - complacency; reduction in vigilance.
13. Loss of big picture due to preoccupation with the task at hand; may miss important information on how plant/system will be affected.
14. Insufficient indication of system/component status - potential to force unconscious assumptions while true status is unknown.
15. "Something is just not right" - doubt exists about a task or situation; tendency is to rationalize the doubt away.
16. Tired/fatigued - reduced ability to think due to lack of rest; reduced attention to detail.
17. Conflicting indication.
18. Unfamiliarity with task/performance standards or first time performing a task.

19. Insufficient lighting.
20. Steps of a procedure near the end of a sequence of actions - previews of procedure could identify these steps as candidates for omission.
21. Verbal instruction - remembering more than three to five simple steps increases the likelihood of omitting the middle steps.
22. Procedural steps with large amount of imbedded information.

3.0 SELF-CHECKING TECHNIQUE

3.1 The Operations self-check technique will be referred to by use of the acronym "STAR": STOP, THINK, ACT, REVIEW.

3.2 STOP

1. Pause before performing a task to enhance attention to detail.
2. Attempt to eliminate current or potential distractions.

3.3 THINK

1. Understand specifically what is to be done before manipulating or working on any equipment.
2. Identify the correct component, train, unit, etc., before taking any action. Use all the senses that apply, visual, audible, touch.
3. Question the situation by trying to identify all available or unavailable information pertinent to the task about to be performed.
4. Determine if the task is appropriate for the given conditions.
5. Consider the expected responses and indications associated with verifying proper response, e.g., flow, noise, breaker noise, meters, recorders, alarms, vibration.
6. Try to answer as many of the following questions about the task as are applicable.
 - a. Do I understand the task?
 - b. Am I certain about exactly what is to be accomplished?
 - c. Do I have the necessary resources?

- d. Are the procedures correct for plant conditions?
 - e. Do I have the proper support group assistance?
 - f. Do I have the proper tools and/or equipment?
 - g. Do I have the proper protective equipment?
 - h. Is an HP, RWP, or Hi Rad key required?
 - i. Who needs to be contacted if I run into a problem?
 - j. Does the SM/US know I am performing this task?
 - k. Do I have all the necessary paperwork (e.g. clearances, work orders, RWPs, confined space permits, etc.).
7. If working with Clearances, try to consider the following questions:
- a. Am I conforming to the work control and tagging procedures?
 - b. Would any comments help in understanding the Clearance better?
 - c. Are all required signatures or initials on the Clearance?
 - d. Will the worker be safe while performing the intended work?
 - e. Do I understand the Clearance?
 - f. Is the Clearance appropriate for current plant conditions (i.e. is boundary adequate for work being performed)?
 - g. Is the SM/US aware of the changes being made?
 - h. Is the Clearance on the current schedule?

CAUTION

IF uncertain contact Shift Management prior to Action.

3.4 ACT

1. First, without losing eye contact, physically touch the component without actuating it.
2. Confirm the correct component, train, unit, etc., while touching it.
3. Depending on the situation, there is some benefit to saying the components name out loud to enhance one's attention to detail.
4. Finally, physically perform the intended action without losing the hand contact established earlier.

3.5 REVIEW

1. Observe and verify that the task was performed correctly, that the actual response is as expected, and that the component/system is in the desired configuration.
2. If the equipment response was not as expected, take the appropriate action, based on equipment condition, to ensure personnel safety and minimize equipment damage.
3. If working on Clearance and Tagging, review the Clearance to verify all documentation of the task performed is completed and that the Clearance status is appropriate.