

Management & Human Performance Inspection Exit Meeting

•December 19, 2003

Management & Human Performance Inspection

- Phase 1: Evaluate Root Cause Determination Methodology, Implementation, and Corrective Action(s) Appropriateness. Report No. 2002-015
- Phase 2: Assess Corrective Action Implementation Schedule and Implementation. Report No. 2002-018.
- Phase 3: Assess Corrective Action Effectiveness. Report 2003-012

Inspection Team Members

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Inspection Objective

- Provide the NRC's 0350 Panel an Evaluation of:
 - Processes Used to Assess the Sites Safety Culture,
 - Activities Associated with Improving Safety Conscious Work Environment (SCWE),
 - Status of the employee concern program.

Inspection Objective

- The input from this inspection, when combined with other inputs, will allow the Panel to make an informed decision on the effectiveness of the the Management and Human Performance Corrective Actions.

Inspection Deliverables

- Internal Safety Culture Assessment
- External Safety Culture Assessment
- Integration of Internal & External Assessments
- Safety Conscious Work Environment & Review Team
- Employee Concerns Program

Inspection Details

- Internal Safety Culture Assessment
 - Process
 - Areas
 - Criteria
 - Attributes
 - Weaknesses

Inspection Details

- External Safety Culture Assessment
 - Process
 - Implementation
 - Development of Results and Conclusions
 - Results and Conclusions
 - “Convergent Validity”

Inspection Details

- Integration of Internal & External Assessments
 - Comparison of Results & Conclusions
 - Long Term Implementation Strategy

Inspection Details

- Safety Conscious Work Environment (SCWE) and Review Team (SCWERT)
 - Process/Program
 - Implementation
 - Training Effectiveness
 - Metrics for Monitoring
 - Internal Communications

Inspection Details

- Employee Concerns Program
 - Program/Process
 - Case Evaluation
 - Metrics

Inspection Details

- Techniques Used
 - Independent Review of Documents
 - Independent Interviews = Staff & Managers
 - Meeting Observations
 - ECP File Reviews
 - Restart Readiness Review Meetings
 - Independent Review of S.C. Surveys

Observations & Individuals Area Conclusions

- Internal Safety Culture Assessment
- External Safety Culture Assessment
- Safety Conscious Work Environment
- Safety Conscious Work Environment Review Team
- Employee Concerns Program
- Long Term Monitoring

Conclusions

- Assessment Tools and Programs to address Safety Culture and Safety Conscious Work Environment which are well beyond regulatory requirements have been implemented.
- The tools to assess the safety culture and Safety Conscious Work Environment at Davis Besse are adequate and have been appropriately implemented. The output from the tools provide valuable and appropriate insights into the Safety Culture and Safety Conscious Work Environment at the site.

Conclusions (Continued)

- Significant improvements have been noted in the overall Safety Culture and Safety Conscious Work Environment at the site; however,
- Based on recent survey results indicating a decline in a number of significant areas, the team does not have reasonable assurance in the quality and consistency of future licensee performance.