NMC
Committed to Nuclear Excellence

Point Beach Nuclear Plant
Operated by Nuclear Management Company, LLC

April 1, 2004 NRC 2004-0032

U.S. Nuclear Regulatory Commission
ATTN: Document Control Desk
Washington, DC 20555

Point Beach Nuclear Plant, Units 1 and 2
Dockets 50-266 and 50-301
License Nos. DPR-24 and DPR-27
Excellence Plan – Revision 3

Reference: 1) Letter from Nuclear Management Company, LLC (NMC) to Nuclear Regulatory Commission (NRC) dated March 22, 2004, submitting commitments in response to IP95003 supplemental inspection

The purpose of this submittal is to transmit Revision 3 of the PBNP Excellence Plan. Revision 3 addresses editorial and other administrative changes discussed during NMC's public meeting with representatives of the Commission on March 15, 2004. Revision 3 aligns Excellence Plan action steps with the updated commitments contained in Reference 1.

Summary of Commitments

There are no new commitments identified in the enclosure to this letter.

James H. McCarthy for
Gary D. Van Middlesworth
Site Vice-President, Point Beach Nuclear Plant
Nuclear Management Company, LLC

Enclosure

cc: Regional Administrator, Region III, USNRC
Project Manager, Point Beach Nuclear Plant, USNRC
Resident Inspector - Point Beach Nuclear Plant, USNRC

A001

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ENCLOSURE 1

NUCLEAR MANAGEMENT COMPANY, LLC
POINT BEACH NUCLEAR PLANT

Excellence Plan

Revision 3

ORGANIZATIONAL EXCELLENCE

Focus Area: Human Performance Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-01-001	Commitment	1 1A 1A	Improve Human Performance and Work Practices		
OR-01-001	Commitment	1 1A 1A	Improve Human Performance and Work Practices		
OR-01-002	Improvement	2 3C 3B	Operations Human Performance Improvement Plan		
OR-01-003	Improvement	2 3C 3B	Chemistry Human Performance Improvement		
OR-01-004	Commitment	1 1A 1A	Individual Behavioral Excellence		
OR-01-004	Commitment	1 1A 1A	Individual Behavioral Excellence		

Focus Area: Oversight & Assessment Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-02-001	Commitment	1 3C 3A	Nuclear Oversight Effectiveness		
OR-02-001	Commitment	1 3C 3A	Nuclear Oversight Effectiveness		
OR-02-002	Improvement	3 5E 7C	Nuclear Oversight Quality Assurance Topical Report (QATR) Implementation		

Focus Area: Culture Survey Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-03-001	Improvement	1 3C 3B	ECP Integrated Program Improvements		
OR-03-002	Improvement	1 3C 3B	Implement Culture Survey Improvements		

Focus Area: Communications Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-04-001	Improvement	1 3C 6C	Improve Relations with NRC		

ORGANIZATIONAL EXCELLENCE

Focus Area: Communications Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-04-002	Improvement	2 5C 6F	Improve Internal and External Communication		
OR-04-003	Improvement	2 5C 5D	Improve Communications in Operations		

Focus Area: Management Effectiveness Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-05-001	Improvement	1 3B 3B	Organizational Effectiveness Improvement		
OR-05-002	Hold	3 5E 7C	Implement NMC Standard Organization		
OR-05-003	Hold	2 3C 7B	Succession Planning		
OR-05-004	Hold	2 5C 5B	Improve Implementation of PMP Process		
OR-05-005	Improvement	1 3B 3B	Improve Understanding of Roles and Responsibilities		
OR-05-006	Improvement	1 3B 3B	Improve Organizational Alignment and Supervisory/Individual Accountability		
OR-05-007	Improvement	2 3B 3B	Maintenance Organizational Effectiveness		
OR-05-008	Commitment	1 3B 3B	AFW Root Cause Evaluation (RCE) Corrective Actions		

Focus Area: Business Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-06-001	Improvement	2 5B 5B	Five Year Strategic Planning Process		
OR-06-002	Improvement	1 3B 3B	2003 Business Plan and Excellence Plan Rollout		
OR-06-003	Improvement	2 5B 5B	Project Management Improvement		
OR-06-004	Hold	2 5B 5B	Elimination of Low Value Added Work		
OR-06-005	Hold	2 5C 5B	Inventory Management		
OR-06-006	Improvement	2 3C 3B	Change Management Process Improvements		

ORGANIZATIONAL EXCELLENCE

Focus Area: Business Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator

Focus Area: SOER 02-04 Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-07-001	Improvement	1 3A 3B	SOER 02-04 Recommendation #1		
OR-07-002	Improvement	1 3A 3B	SOER 02-04 Recommendation #2		
OR-07-003	Improvement	1 1A 1A	Implement Action Plan for Davis Besse Event, SOER 02-04, Rec. 3		

Focus Area: Engineering Organizational Effectiveness Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-08-001	Improvement	2 5C 5D	Communicate roles and responsibilities to Engineering		
OR-08-002	Improvement	2 5C 5D	Communicate Plant Engineering roles and responsibilities to stakeholders outside engineering		
OR-08-003	Improvement	2 3C 3B	Reduce the OE backlog		
OR-08-004	Hold	2 5C 7B	Perform a Skills Analysis for the Plant Engineering Group		
OR-08-005	Commitment	1 1A 1A	Improve Human Performance (HU) in Engineering		
OR-08-005	Commitment	1 1A 1A	Improve Human Performance (HU) in Engineering		
OR-08-006	Improvement	2 4A 4C	Improve work management process in engineering		
OR-08-007	Commitment	2 3C 6C	Utilize the Quality Review Team		
OR-08-007	Commitment	2 3C 6C	Utilize the Quality Review Team		
OR-08-008	Improvement	2 3C 3B	Implement the Fleet Modification Process		
OR-08-009	Improvement	2 3C 3B	Initiate the Design Engineering Review Board		

ORGANIZATIONAL EXCELLENCE

Focus Area: Engineering Organizational Effectiveness Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OR-08-010	Hold	2 3C 3B	Continue using the Management Review Process		
OR-08-011	Improvement	2 3C 3B	Initiate 3rd Party Reviews for Critical Modifications		
OR-08-012	Improvement	2 5B 5B	Utilize the 3 phase process more effectively		
OR-08-013	Improvement	2 5B 5B	Formalize Modification Request Backlog Reduction Methodology		
OR-08-014	Improvement	2 1A 1A	Operability Determination (OD) Tracking - Process Improvements		
OR-08-015	Commitment	2 3C 3B	Establish an Engineering Safety & Design Review Group		
OR-08-015	Commitment	2 3C 3B	Establish an Engineering Safety & Design Review Group		
OR-08-016	Commitment	2 3C 3B	Reduce Operable But Degraded / But Non-Conforming Backlog		
OR-08-016	Commitment	2 3C 3B	Reduce Operable But Degraded / But Non-Conforming Backlog		
OR-08-017	Commitment	1 3B 3B	Improve Operations Department and Engineering Department Interface		
OR-08-017	Commitment	1 3B 3B	Improve Operations Department and Engineering Department Interface		

OPERATIONAL EXCELLENCE

Focus Area: Emergency Preparedness (EP) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-09-001	Commitment	1 3B 1C	Improve EP Infrastructure (Processes, Programs and Technology)		
OP-09-001	Commitment	1 3B 1C	Improve EP Infrastructure (Processes, Programs and Technology)		
OP-09-002	Improvement	1 3B 1C	Improve Process for Conducting Drills and Exercises		
OP-09-003	Commitment	1 3C 1C	Revise Emergency Plan Implementing Procedures		
OP-09-003	Commitment	1 3C 1C	Revise Emergency Plan Implementing Procedures		
OP-09-004	Commitment	1 3C 3B	Upgrade Emergency Action Levels (EALs)		
OP-09-004	Commitment	1 3C 3B	Upgrade Emergency Action Levels (EALs)		
OP-09-005	Commitment	1 3B 3G	Control / Maintenance of EP Required Equipment		
OP-09-005	Commitment	1 3B 3G	Control / Maintenance of EP Required Equipment		
OP-09-006	Improvement	1 3C 3B	Include Sheltering in PARs		

Focus Area: Corrective Action Program (CAP) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-10-001	Commitment	1 3C 3B	Improve CAP Action Request Screening and Prioritization, Operability Determination and Problem Reporting		
OP-10-001	Commitment	1 3C 3B	Improve CAP Action Request Screening and Prioritization, Operability Determination and Problem Reporting		
OP-10-002	Improvement	1 3C 3B	CAP Activity Completion Prior to Due Date and Backlog Minimization		
OP-10-003	Improvement	1 3C 3B	Effective CAP Monitoring		
OP-10-004	Commitment	1 3C 3B	CAP Resolutions Effectively Addresses Problems		

OPERATIONAL EXCELLENCE

Focus Area: Corrective Action Program (CAP) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-10-004	Commitment	1 3C 3B	CAP Resolutions Effectively Addresses Problems		
OP-10-005	Commitment	1 3C 3B	CAP Trending		
OP-10-005	Commitment	1 3C 3B	CAP Trending		
OP-10-006	Commitment	1 3C 3B	Effective Root Cause Evaluations		
OP-10-006	Commitment	1 3C 3B	Effective Root Cause Evaluations		
OP-10-007	Improvement	1 3C 3B	CAP Action Request (AR) Feedback		
OP-10-008	Improvement	1 3C 3B	CAP Effectiveness Reviews		
OP-10-009	Improvement	1 3C 3B	CAP Assignments are Based on Knowledge and Skill		
OP-10-010	Commitment	2 3C 3B	Operating Experience (OE) Improvement Plan		
OP-10-010	Commitment	2 3C 3B	Operating Experience (OE) Improvement Plan		
OP-10-011	Commitment	2 3C 6C	Improve Effectiveness of Self Assessments		
OP-10-011	Commitment	2 3C 6C	Improve Effectiveness of Self Assessments		
OP-10-012	Improvement	1 3C 3B	Institutionalize Recent CAP Corrective Actions and Improvement Initiatives		
OP-10-013	Commitment	1 3C 3B	Resolution of 2003 CAP Self Assessment Areas for Improvement		
OP-10-013	Commitment	1 3C 3B	Resolution of 2003 CAP Self Assessment Areas for Improvement		

Focus Area: Work Management Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-11-001	Improvement	2 4A 4C	Improve Work Management Process		
OP-11-002	Hold	2 5A 5A	Improve Outage Execution		
OP-11-003	Hold	2 5C 5B	Improve Work Force Productivity through Technology		

OPERATIONAL EXCELLENCE

Focus Area: Work Management Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-11-004	Hold	2 5C 5B	Bills of Materials		
OP-11-005	Hold		Develop a Site Wide Integrated Long Range Planning and Scheduling Process		
OP-11-006	Improvement	2 4A 4C	Operations Work Management Improvement Plan		

Focus Area: Technical Procedure Quality Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-12-001	Improvement	2 3C 3B	Improve Quality of Technical Procedures		

Focus Area: Operationally Focused Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-13-001	Improvement	1 3C 3F	Reduce Total Operator Burden		
OP-13-002	Improvement	1 5D 6B	Equipment Label and Operator Aid Improvement		
OP-13-003	Improvement	1 3C 3C	Probabilistic Risk Assessment (PRA) Program Upgrade		
OP-13-004	Improvement	2 2A 2A	Improvement of Radiation Protection's Recognition and Correction of Potential Radiological Field Conditions		
OP-13-005	Hold	2 2A 2A	Chemical Control Program		
OP-13-006	Improvement	2 2A 2A	Remote Containment Sampling		
OP-13-007	Hold	3 5E 5C	EDACS Replacement System Study Phase		
OP-13-008	Improvement	2 1A 1B	Evaluate the Potential to Gain Additional Design Margin in the Auxiliary Feed Water System		
OP-13-009	Improvement	2 3C 3F	Time Validation of Service Water Manual Actions		

OPERATIONAL EXCELLENCE

Focus Area: Operationally Focused Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-13-010	Improvement	2 3C 3F	Evaluate procedural guidance for loss of Circulating Water (CW) Intake		
OP-13-011	Hold	2 5E 5B	Improve Operator and Ops Trainer Retention		
OP-13-012	Improvement	2 3B 3B	Probabilistic Risk Assessment - FMEA for Risk Significant Systems		

Focus Area: Configuration Management (CM) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-14-001	Commitment	1 3C 3B	Improve the Configuration Management Program		
OP-14-001	Commitment	1 3C 3B	Improve the Configuration Management Program		
OP-14-002	Hold	1 3C 3B	Assign Individual Owners to Each Design Basis Document (DBD)		
OP-14-003	Commitment	1 3C 3B	Validate Design Bases for High Risk Systems		
OP-14-003	Commitment	1 3C 3B	Validate Design Bases for High Risk Systems		
OP-14-004	Improvement	1 3C 3B	Reduce Ambiguity of Current Licensing Basis for User		
OP-14-005	Commitment	2 3C 3B	Validate and Integrate Calculations and Setpoints		
OP-14-005	Commitment	2 3C 3B	Validate and Integrate Calculations and Setpoints		
OP-14-006	Hold	2 3C 3B	Develop procedures to align various CM functions into the Design Engineering Department		
OP-14-007	Commitment	2 3C 3B	Updated Vendor Technical Information Program (VTIP)		
OP-14-007	Commitment	2 3C 3B	Updated Vendor Technical Information Program (VTIP)		
OP-14-008	Improvement	1 1A 1A	AFW Design Basis Validation Project		

OPERATIONAL EXCELLENCE

Focus Area: Configuration Management (CM) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-14-009	Hold		Improve Drawing Accuracy		

Focus Area: Security Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
OP-20-001	Improvement	1 3A 3B	Preparation for Interim Compensatory Measures (ICM) Inspection		
OP-20-002	Hold	1 3A 3B	Security Order Design Basis Threat (DBT) Compliance		

EQUIPMENT EXCELLENCE

Focus Area: Equipment Reliability (AFW) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
EQ-15-001	Commitment	1 3C 1C	AFW Appendix R Firewall Project		
EQ-15-001	Commitment	1 3C 1C	AFW Appendix R Firewall Project		
EQ-15-002	Improvement	1 4A 4B	MEMCOR Microfiltration Project		
EQ-15-003	Improvement	2 3C 3B	Replacement of Plant Perimeter Project		
EQ-15-004	Hold	1 3C 3C	Reactor Vessel Head Replacement Project		
EQ-15-005	Hold	2 3C 3B	Control Room Habitability Project		
EQ-15-006	Improvement	2 3C 3B	High Energy Line Break Project		
EQ-15-007	Improvement	2 5E 5D	CAS Ventilation System Project		
EQ-15-008	Hold	2 5B 7A	10.4% Power Uprate Project		
EQ-15-009	Hold	2 5E 7A	Facilities, Tools and Equipment		
EQ-15-010	Improvement	3 4B 4D	Implement Fleet Equipment Reliability Excellence Plans		
EQ-15-011	Commitment	1 3B 3B	Bolted Fault		
EQ-15-011	Commitment	1 3B 3B	Bolted Fault		
EQ-15-012	Commitment	1 1A 1A	Manhole and Cable Vault Flooding		
EQ-15-012	Commitment	1 1A 1A	Manhole and Cable Vault Flooding		
EQ-15-013	Hold	1 3A 1B	Containment Sump Issues		
EQ-15-014	Improvement	1 1A 1A	Auxiliary Feedwater Orifice Replacement		
EQ-15-015	Commitment	2 3C 3D	Auxiliary Feedwater Electrical Modifications		
EQ-15-015	Commitment	2 3C 3D	Auxiliary Feedwater Electrical Modifications		
EQ-15-016	Commitment	1 4B 4D	Determine Condition of Underground Electrical Cables Which Have Been Submerged		
EQ-15-016	Commitment	1 4B 4D	Determine Condition of Underground Electrical Cables Which Have Been Submerged		
EQ-15-017	Improvement	2 4B 4D	Strengthen the (a)(1) System Action Plans		

EQUIPMENT EXCELLENCE

Focus Area: Equipment Reliability (AFW) Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
EQ-15-018	Improvement	1 4B 4D	Improve the Tracking, Trending, and Communicating of System Health		

Focus Area: Engineering Programs Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
EQ-16-001	Hold	3 5D 6F	Develop Health Reports for Non-Fleet Programs Such as Q-List, Cable Condition Monitoring, Setpoint Control, and VTIP		
EQ-16-002	Improvement	2 4A 4A	NUHOMs Implementation		
EQ-16-003	Hold	2 5B 7A	License Renewal		
EQ-16-004	Improvement	1 4B 4D	Improve Air Operated Valve Program		
EQ-16-005	Hold	2 4B 4D	Identify program ownership for Thermography/Oils program		
EQ-16-006	Improvement	1 3D 3G	Upgrade GL 89-13 Program		
EQ-16-007	Hold	1 3D 3G	Identify Program Owner for Steam Generator Program		
EQ-16-008	Improvement	2 3C 3B	Upgrade Fire Penetration Seal Documentation		
EQ-16-009	Improvement	2 5B 7A	Proceduralize Transient and Fatigue Monitoring		
EQ-16-010	Improvement	2 4B 4D	Make Improvements in the Relief Valve Program		
EQ-16-011	Improvement	1 1A 1A	Consolidate Boric Acid Corrosion Control Program		
EQ-16-012	Improvement	2 4B 4D	Bring Heat Exchanger Program Up to Fleet Standards		
EQ-16-013	Improvement	2 3C 3F	Environmental Qualification (EQ) Program Upgrade		
EQ-16-014	Improvement	2 4B 4D	Implement Preventative Maintenance Optimization (PMO)		

EQUIPMENT EXCELLENCE

Focus Area: Engineering Programs Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
EQ-16-015	Hold	2 4B 4D	Develop 5-Year Life Cycle Management Plans for the 3-5 Most Important Components		
EQ-16-016	Improvement	2 4B 4A	10 CFR 50.59 / 72.48 Program Improvements		

TRAINING EXCELLENCE

Focus Area: Training Programs Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
TR-18-001	Improvement	2 5C 6E	Maintenance Training		
TR-18-003	Improvement	1 5C 6E	Use Training to Improve Engineer Performance		
TR-18-004	Hold	1 3A 3B	Security Order Training & Qualification Compliance		
TR-18-005	Improvement	2 5C 6E	OJT/TPE/Mentoring Process		

Focus Area: Training Organizational Effectiveness Owner: Facilitator:

Action Plan #	Plan Type	Priority	Action Plan Title	Action Plan Owner	Facilitator
TR-18-002	Commitment	1 5C 6E	ESP Training		
TR-18-002	Commitment	1 5C 6E	ESP Training		
TR-19-001	Hold	2 5C 6E	ACAD 02-001 Objective 2, Line Management		
TR-19-002	Hold	2 5C 6E	ACAD 02-001 Objective 3, Training Materials		
TR-19-003	Hold	1 3C 3B	ACAD 02-001 Objective 6, Training Corrective Actions		

PBNP Excellence Plan

Revision 3

Pillar of Excellence: OR **Priority** 1 1A 1A **CAP #** 031915 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Human Performance **Plan Status** Open

Action Plan Title: Improve Human Performance and Work Practices

Action Plan Number: OR-01-001

Problem Statement: Management has not been fully effective at improving human performance.

Causal Factors:

1. No well defined or documented program exists.
2. Lack of line ownership and support of human performance improvements.
3. Human performance tools have not been consistently provided or utilized.

Objectives:

1. Human Performance infrastructure is established to facilitate improved station performance.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.1	Develop and communicate a human performance vision, strategy, and values statement.			Assessment	2Q03	29-Aug-03	3Q03	Issued statement

tTrack IDs CA030222

Resource	# Persons	Hrs Per Person	Comments
300270 3009	10	5	
300380 3005	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.2	Establish a Human Performance Working Group (HPWG) sponsored by the Plant Manager.			Assessment	1Q03	12-Aug-03	3Q03	Documented HPWG charter and membership.

tTrack IDs CA030226

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	80	20 hr/quarter
300020 3005	1	80	20 hr/quarter
300030 3005	1	80	20 hr/quarter
300130 3004	1	80	20 hr/quarter
300140 3005	1	80	20 hr/quarter
300150 3005	1	80	20 hr/quarter
300270 3009	10	1	
300380 3009	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.3	Implement the PACE program to track and trend the group and leadership job observations (also see CA028603).			Assessment		08-Jul-03	2Q03	See Action Plan OP-10-011.3 and its substeps for completion of this item. This item is being accomplished via the noted Action Plan OP-10-011 and this item is considered closed to avoid duplication.

tTrack IDs N/A

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.4	Analyze and report site and department clock resets, leadership job observations and other data to determine actionable items.			Assessment	2Q03	24-Oct-03	4Q03	Results documented in a report.

tTrack IDs CA030228

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.5	Revise NP 13.6.1, Point Beach Site Observation Program.			Assessment	2Q03	26-Nov-03	4Q03	NP 13.6.1 issued, including requirement for "paired" observations.

tTrack IDs CA030229

Resource	# Persons	Hrs Per Person	Comments
300270 3009	15	24	2 hours per month per person
300380 3005	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.6	Establish a procedural requirement for selected departments to conduct human performance mini-stand-downs (approximately 30 minutes) periodically using materials provided by the human performance working group.			Assessment	4Q03	03-Dec-03	4Q03	Procedurally documented requirement. Action Plan Step OR-01-001.14 accomplishes this action.

tTrack IDs CA030230

Resource	# Persons	Hrs Per Person	Comments
300380 3005	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.7	Selected departments to assign department-level human performance liaisons.			Assessment	2Q03	28-Jul-03	3Q03	Documented assignments of Human Performance liaisons.

tTrack IDs CA030231

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	80	20 hr/quarter
300020 3005	1	80	20 hr/quarter
300030 3005	1	80	20 hr/quarter
300130 3004	1	80	20 hr/quarter
300140 3005	1	80	20 hr/quarter
300150 3005	1	80	20 hr/quarter
300160 3004	1	80	20 hr/quarter
300170 3004	1	80	20 hr/quarter
300210 3004	1	80	20 hr/quarter
300270 3009	15	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.8	Direct supervisors and managers to look for and promote the use of "peer to peer" coaching during job observations.			Assessment	2Q03	26-Nov-03	4Q03	NP 13.6.1 issued directing peer-to-peer coaching during job observations.

tTrack IDs CA030234

Resource	# Persons	Hrs Per Person	Comments
300270 3009	15	104	2 hr/week
300380 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.8.A	Perform an effectiveness review of utilization of peer-to-peer coaching monitoring during the performance of Job Observations.			Assessment		25-Feb-04	1Q04	Completed EFR054128.

tTrack IDs EFR054128

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.9	Assign a chairperson for each designated department's respective human performance improvement team and ensure that the team meets regularly to carry out its responsibilities.			Assessment	1Q03	12-May-03	2Q03	List of HPIT assignments

tTrack IDs CA030235

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.10	Equip the department HPITs with a method to diagnose recurring human performance problems and make recommendations.			Assessment	2Q03	03-Dec-03	4Q03	Documented methodology.

tTrack IDs CA030236

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	80	20 hr/quarter
300030 3005	1	80	20 hr/quarter
300130 3004	1	80	20 hr/quarter
300140 3005	1	80	20 hr/quarter
300150 3005	1	80	20 hr/quarter
300170 3004	1	80	20 hr/quarter
300210 3004	1	80	20 hr/quarter

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.11	Revise NP 1.6.10 to improve identification of critical steps, error-likely situations at each critical step, and possible consequences of active errors at each critical step as well as defenses or contingencies for each critical step. Clarify the difference between task assignment and a pre-job brief.			Business Procedures	2Q03	29-Aug-03	3Q03	Revised NP 1.6.10 which addresses error-likely situations

tTrack IDs CA028864

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.12	Brief First Line Supervisors (FLSs) on revised NP 1.6.10.			Assessment	2Q03	10-Sep-03	3Q03	Documented briefing

tTrack IDs CA030238

Resource	# Persons	Hrs Per Person	Comments
300010 3005	3	1	
300020 3005	20	1	
300030 3005	5	1	
300050 3005	10	1	
300130 3004	30	1	
300140 3005	5	1	
300150 3005	5	1	
300160 3004	5	1	
300170 3004	5	1	
300210 3004	10	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.13	Perform an effectiveness review for improvements to the pre-job brief process.			Assessment	3Q03	15-Jan-04	1Q04	Completed effectiveness review.

tTrack IDs EFR030243

Resource	# Persons	Hrs Per Person	Comments
300380 3005	3	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.14	Develop a Human Performance Program Procedure that contains the details of PBNP's Human Performance Program.			Assessment	2Q03	03-Dec-03	4Q03	Issued Human Performance Program Procedure.

tTrack IDs CA030244

Resource	# Persons	Hrs Per Person	Comments
300270 3009	10	2	
300380 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.15	Implement a site wide plan to communicate our human performance initiatives.			Assessment	3Q03	23-Sep-03	3Q03	Documented plan.

tTrack IDs CA030246

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	240	20 hr/mo
300390 3005	1	60	5 hr/mo

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.16	Implement a standard method of publicizing lessons learned from both site and department human performance clock resets.			Assessment	3Q03	17-Oct-03	4Q03	Documented standard format.

tTrack IDs CA030247

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.17	Evaluate the human performance "Coach's Camp" for use at PBNP (Felicia Hennessy).			Assessment	3Q03	20-Nov-03	4Q03	Documented Comparison of "Coach's Camp" Lesson Plan to existng NMC Supervisor Training.

tTrack IDs CA030248

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.18	Incorporate human performance error reduction tools in the Safety Simulator for the fall outage.			Safety	3Q03	30-Sep-03	4Q03	Documented error reduction tools used in Safety Simulator.

tTrack IDs CA030250

Resource	# Persons	Hrs Per Person	Comments
300340 3005	4	40	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.19	Provide training to instructional staff on human performance fundamentals and how to incorporate them into training materials.			Training	4Q02	20-Feb-03	1Q03	Training attendance records.

tTrack IDs RFT026704

Resource	# Persons	Hrs Per Person	Comments
300130 3006	2	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.20	Conduct an assessment of Work Package Walk downs.			Maintenance I&C	2Q03	17-Jul-03	3Q03	Assessment report.

tTrack IDs CA030251

Resource	# Persons	Hrs Per Person	Comments
300050 3005	3	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.21	Ensure the Work Package Walk down form (PBF-9175) meets the requirements of NP 1.1.7.			Maintenance I&C	2Q03	17-Jul-03	3Q03	Assessment report documents whether form meets procedure requirements.

tTrack IDs CA030252

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.22	Conduct an effectiveness review of station human performance.			Assessment	1Q05		1Q05	Documented Effectiveness Review (EFR).

tTrack IDs EFR030254

Resource	# Persons	Hrs Per Person	Comments
000000 0000	1	30	Fleet HU Coordinator.
300020 3008	1	30	
300160 3004	1	30	
300380 3005	2	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-001.23	Conduct an interim effectiveness review of station human performance.			Assessment	3Q04		3Q04	Documented Effectiveness Review (EFR).

tTrack IDs EFR055971

Resource	# Persons	Hrs Per Person	Comments
300380 3005	2	30	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 050744 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Human Performance **Plan Status** Open

Action Plan Title: Operations Human Performance Improvement Plan

Action Plan Number: OR-01-002

Problem Statement: Supervisor job observation program has not been effective in contributing to human performance improvements in Operations. Point Beach Operations is not performing as a superior performing Operations organization.

Causal Factors:

1 Operations management and supervisors have not been sufficiently self-critical of human performance and have not adequately re-enforced performance expectations during Job Observations and routine plant operations.

Objectives:

1 Job Observation requirements for Operations supervisory personnel are redefined and performance expections, related to the Operations Core Values (monitoring the plant, quality Pre-Job briefings, excellent procedure usage, human performance tools, Radiation Protection and Safety), are included in PMPs. 2. Establish an effective Supervisor Job Observation Program as demonstrated by improved human performance.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-002.1	Re-evaluate and prescribe the number of required Job Observations, per position, that will be required to be performed each month.			Operations	4Q03	13-Oct-03	4Q03	A communication (copy of email or memo) to all operations exempt personnel the number of required observations per month required as part of their PMPs.

tTrack IDs CA052922

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-002.1.A	Re-evaluate and prescribe the number of required Job Observations, per position, that will be required to be performed each month.			Operations	1Q04		1Q04	A communication (copy of email or memo) to all operations exempt personnel the number of required observations per month.

tTrack IDs CA055707

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-002.2	Revise OM 6.1 to measure the required number of job observations for both quality and quantity and provide feedback, with conclusions, to personnel on a monthly basis.			Operations	4Q03	13-Oct-03	4Q03	Copy of OM 6.1 revision

tTrack IDs CA052925

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	4	
300020 3007	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-002.3	Publish required monthly-targeted observations that will be evaluated on a monthly basis.			Operations	4Q03	19-Dec-03	1Q04	Copy of Monthly Report.

tTrack IDs CA052926

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-002.4	Ensure that supervisor PMPs incorporate expectations related to quantity and quality of job observations. Also include measures related to performance.			Operations	4Q03		2Q04	Correspondence (copy of email or memo) from Point Beach HR group stating that Operations 2004 PMPs are on file.

tTrack IDs CA052927

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-002.5	Ensure that the "Operations Core Values" and the specific expectations are understood by performing an effectiveness review of this action plan.			Operations	3Q04		3Q04	A copy of the Effectiveness Review Report.

tTrack IDs EFR052929

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	10	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 053724 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Human Performance **Plan Status** Open

Action Plan Title: Chemistry Human Performance Improvement

Action Plan Number: OR-01-003

Problem Statement: Chemistry human performance errors are occuring at an unacceptable rate.

Causal Factors;

1 Chemistry has lacked method to reward and reinforce desired human performance behaviors. The Chemistry group lacked a forum to maintain focus on improving human performance. Internal and external operating experience has not been effectively used to improve Chemistry human performance.

Objectives:

1 Improve Chemistry Department human performance measured by the Chemistry Human Performance Event Clock. A method of consistent reward and reinforcement of desired human performance behaviors. A method to capture internal and external operating experience in the Chemistry Department.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.1	Establish Chemistry Human Performance Improvement Team (HPIT)			Chemistry		10-Jun-03		No Deliverable Required. This is a cross-reference to step OR-03-002.4.A, which has been completed.
		tTrack IDs	CA031579					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.2	Implement Chemistry GO Card Program.			Chemistry		10-Sep-03		Copy of GO Card.
		tTrack IDs	CA055645					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.3	Develop a Mission and Vision statement for the Chemistry Human Performance Improvement Team.			Chemistry	3Q03	22-Sep-03	4Q03	Approved Mission and Vision Statements.

tTrack IDs CA055646

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	4	0	
300010 3005	2	0	
300010 3008	1	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.4	Benchmark another plant's Chemistry Department with industry-leading human performance.			Chemistry		20-Jun-03		Benchmarking Report.

tTrack IDs CA055647

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.5	Provide recommendations to the Chemistry Curriculum Review Committee (CRC) for internal and external Operating Experience to be included in Chemistry continuing training.			Chemistry	3Q03	18-Dec-03	1Q04	Chemistry CRC Meeting Minutes.

tTrack IDs CA055648

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	4	0	
300010 3005	2	0	
300010 3008	1	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.6	Develop a method to track internal and external Chemistry Operating Experience.			Chemistry	4Q03	29-Sep-03	1Q04	Document Method.

tTrack IDs CA055649

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	8	
300010 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.7	Perform pre-job briefings prior to chlorination evolutions.			Chemistry		27-Aug-03		Approved procedures with signoff steps requiring briefing.

tTrack IDs CA055650

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.8	Required peer checks of radiological effluent discharge permits.			Chemistry		12-Sep-02		Copy of expectation.

tTrack IDs CA055651

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.9	Conduct periodic Chemistry group meetings to reinforce human performance principles.			Chemistry	1Q04		3Q04	Meeting Minutes.

tTrack IDs CA055652

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.10	Post signs in laboratory areas to prompt to check for chemical expiration dates.			Chemistry		05-Aug-03		Copy of sign and listing of areas posted.

tTrack IDs CA055653

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.11	Develop a method for placekeeping in Chemistry procedures.			Chemistry	3Q03	01-Mar-04	1Q04	Document Method.

tTrack IDs CA055654

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	8	
300010 3005	1	4	
300010 3008	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.12	Perform an interim effectiveness review.			Chemistry	1Q04		1Q04	Effectiveness Review Report.

tTrack IDs EFR054256

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	20	
300010 3005	1	20	
300010 3008	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.13	Conduct Chemical Control Program training.			Chemistry	4Q03	09-Jan-04	1Q04	Training attendance records.

tTrack IDs OTH053984

Resource	# Persons	Hrs Per Person	Comments
300010 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.14	Post error reduction tools in Chemistry work areas.			Chemistry	4Q03	01-Mar-04	1Q04	Copy of tools and listing of areas posted.

tTrack IDs CA055655

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.15	Determine which Chemistry tasks where spreadsheets would assist in performing calculations.			Chemistry	1Q03		2Q04	Listing of tasks and spreadsheets needed.

tTrack IDs CA055656

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	8	
300010 3008	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.16	Implement spreadsheets identified in step above.			Chemistry	2Q04		4Q04	Copies of implemented spreadsheets.

tTrack IDs CA055657

Resource	# Persons	Hrs Per Person	Comments
300010 3008	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-003.17	Perform an Effectiveness Review of Chemistry Human Performance.			Chemistry	3Q04		4Q04	Effectiveness Review Report.

tTrack IDs EFR055659

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	20	
300010 3008	2	40	

Pillar of Excellence: OR **Priority** 1 1A 1A **CAP #** 052553 **Plan Type** Commitment **Plan Revision No:** 1

Focus Area: Human Performance **Plan Status** Open

Action Plan Title: Individual Behavioral Excellence

Action Plan Number: OR-01-004

Problem Statement: Point Beach's performance needs improvement to guarantee long-term success.
PBNP processes and procedures are adequate; however, individual behavioral changes are necessary to successfully implement the processes and procedures to improve overall plant performance.

Causal Factors:

1 Changes to processes and procedures were emphasized in 2003, in part because these are easier to control and measure than changes to behavior.

Objectives:

1 A PBNP "Picture of Excellence" is developed to require individual behaviors and accountability necessary to sustain performance improvement.
2 The PBNP "Picture of Excellence" is communicated to PBNP employees and the workforce is briefed on the application of and expectations for the program.
3 Infrastructure and tools required to execute and reinforce the "Picture of Excellence" are established.
4 Tools to monitor effectiveness of and recognize "Picture of Excellence" program successes are established.
5 ACEMAN is effectively used to improve performance of station personnel.

Action Steps:

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.1	PBNP management validates the picture and process developed by the Human Performance Working Group (HPWG) and the HIT team.			Site VP & ECP	4Q03	30-Jan-04	1Q04	Approved Change Management Plan.

tTrack IDs CA054768

Resource	# Persons	Hrs Per Person	Comments
300270 3009	8	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.2	Import ACEMAN "thumbs up/thumbs down" database.			Business I/T Support & Infrastructures	1Q04	04-Feb-04	1Q04	Database available on the PBNP LAN.

tTrack IDs CA054770

Resource	# Persons	Hrs Per Person	Comments
645LCLER	1	20	
300220 3008	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.3	Publish Behavioral Examples Brochure.			Communications	4Q03	26-Feb-04	1Q04	High Level Step intended to capture actions contained within substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.3.A	Develop brochure containing explanations/examples of results/behaviors. (i.e. What does "no rework" mean? What does pride look like?). Brochure should also contain 2004 focus areas.			Communications	4Q03	30-Jan-04	1Q04	Draft brochure.

tTrack IDs CA054771

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	30	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.3.B	Finalize Brochure.			Communications	4Q03	16-Feb-04	1Q04	Final Brochure.

tTrack IDs CA054772

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	5	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.3.C	Publish Brochure.			Communications	1Q04	26-Feb-04	1Q04	Published Brochure.

tTrack IDs CA054773

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4	Implement ACEMAN training.			Performance Assessment	1Q04		2Q04	High Level Step intended to capture actions contained within substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4.A	Prepare Briefing Material: Create power point presentation; make blank ACEMAN cards, develop explanation of barriers.			Training	1Q04	16-Jan-04	1Q04	Documented training material.

tTrack IDs CA054775

Resource	# Persons	Hrs Per Person	Comments
300270 3009	10	6	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4.B	Brief Senior Managers: Review Change Management Plan/project schedule; small group session led by an executive to explain basics and specifics; pilot All-Hands Training.			Training	1Q04	22-Jan-04	1Q04	Completed briefing form.

tTrack IDs CA054776

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	4	
300270 3009	10	6	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4.C	Brief remaining Managers, General Supervisors, and Work Week Managers (two sessions).			Training	1Q04	20-Feb-04	1Q04	Completed briefing forms.

tTrack IDs CA054781

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	8	
300270 3009	4	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4.D	Brief supervisors.			Training	1Q04	26-Mar-04	1Q04	Completed briefing forms.

tTrack IDs CA054783

Resource	# Persons	Hrs Per Person	Comments
300130 3006	6	4	
300270 3009	12	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4.E	Brief workforce.			Training	2Q04		2Q04	Completed briefing forms.

tTrack IDs CA054785

Resource	# Persons	Hrs Per Person	Comments
300130 3006	30	3	
300270 3007	30	3	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.4.F	Revise "New Employee Checklist" to cover ACEMAN.			Human Resources	1Q04		2Q04	Revised checklist.

tTrack IDs CA054787

Resource	# Persons	Hrs Per Person	Comments
300110 3007	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.5	Revise standard Plan-Of-The-Day (POD) meeting agenda to include ACEMAN focus.			Production Planning	1Q04	26-Jan-04	1Q04	Revised agenda in use at POD.

tTrack IDs CA054788

Resource	# Persons	Hrs Per Person	Comments
659LCLER	1	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.6	Produce and post "Picture of Excellence" poster in Front Office Conference Room (FOCR).			Communications	1Q04	14-Jan-04	1Q04	Posted picture.

tTrack IDs CA054790

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.7	Implement ACEMAN assessments at POD meeting.			Plant Manager	1Q04	30-Jan-04	1Q04	ACEMAN rating system employed at POD.

tTrack IDs CA054791

Resource	# Persons	Hrs Per Person	Comments
300270 3009	15	0	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.8	Form a communications team.			Communications	4Q03	12-Mar-04	1Q04	Documented minutes from the first team meeting.

tTrack IDs CA054793

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.9	Develop a four-week rotating schedule for D-15s; incorporate human performance and safety information; draft first several weeks.			Communications	1Q04	26-Jan-04	1Q04	Documented first four week cycle.

tTrack IDs CA054797

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.10	Implement D-15 meetings.			Performance Assessment	1Q04	27-Jan-04	1Q04	High level step intended to capture substep requirements. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.10.A	Decide best way to do D-15s given our lack of a rigid work schedule.			Plant Manager	1Q04	22-Jan-04	1Q04	Documented methodology.

tTrack IDs CA054799

Resource	# Persons	Hrs Per Person	Comments
300180 3004			
300270 3009	1	2	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.10.B	Institute D-15s.			Performance Assessment	1Q04	27-Jan-04	1Q04	D-15s implemented (copy of D-15 material and schedule).

tTrack IDs CA054800, CA054801, CA054802, CA054803, CA054804, CA054805, CA054806, CA054807, CA054808, CA054809, CA054810, CA054811, CA054812, CA054814, CA054815, CA054816, CA054817, CA054818, CA054819, CA054820, CA054821, CA054822, CA054998

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.11	Begin communication strategy to reinforce ACEMAN program.			Communications	1Q04		2Q04	Slides from PBTV and briefing sheets from hallway display.

tTrack IDs CA054824

Resource	# Persons	Hrs Per Person	Comments
300390 3005	2	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.12	Institute more frequent "NMC Today" publications.			Communications	1Q04		1Q04	Evidence that NMC Today Newsletters are issued more frequently than weekly.

tTrack IDs CA054826

Resource	# Persons	Hrs Per Person	Comments
300390 3005	1	50	10 per newsletter.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.13	Implement ACEMAN job observation card.			Performance Assessment	1Q04		3Q04	High level step capturing actions in substeps which implement the ACEMAN job observation card. No deliverable required. Satisfactory completion of this step requires completion of only a portion of step OR-01-004.13.C.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.13.A	Develop and implement job observation card for ACEMAN attributes.			Operations	1Q04	12-Feb-04	1Q04	Observation card available in the job observation database.

tTrack IDs CA054838

Resource	# Persons	Hrs Per Person	Comments
300020 3008	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.13.B	Brief supervisors on ACEMAN card and use.			Operations	1Q04	26-Feb-04	1Q04	Documented presentation at the First Line Supervisors Meeting.

tTrack IDs OTH055255

Resource	# Persons	Hrs Per Person	Comments
300020 3008	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.13.C	Job Observations - managers and supervisors will assess ACEMAN behaviors/results once per month.			Performance Assessment	1Q04		1Q05	Manager job observations conducted to assess ACEMAN implementation and effectiveness (one observation per manager per month).

tTrack IDs CA054839, CA054840, CA054841, CA054842, CA054843, CA054844, CA054846, CA054848, CA054850, CA054851, CA054852, CA054854, CA054856, CA054857, CA054859, CA054860, CA054861, CA054862, CA054864, CA054865, CA054867, CA054868, CA054869

Resource	# Persons	Hrs Per Person	Comments
300270 3009	37	1	37 individuals from a variety of groups are performing these assessments.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.14	Implement ACEMAN assessments at Production Meetings.			Production Planning	1Q04	18-Feb-04	1Q04	ACEMAN rating system employed at Production meetings. (Copy of revised agenda and results of rating from first meeting).

tTrack IDs CA054870

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.15	Compare POD and Production Meeting assessments to ensure alignment.			Production Planning	1Q04		1Q04	Copy of presentation of Production Meeting Results at POD.

tTrack IDs CA054876

Resource	# Persons	Hrs Per Person	Comments
300040 3008	1	5	
300270 3009	15	0	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.16	Assessment of work week performance vs. ACEMAN attributes at E+1 Meetings.			Production Planning	3Q04		3Q04	Copy of assessment from first E+1 meeting, copy of revised agenda.

tTrack IDs CA054877

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.17	Build additional accountability into work week process via review of work week performance at POD.			Production Planning	2Q04		2Q04	Documented sample presentations to POD.

tTrack IDs CA054878

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.18	Begin Monthly group/department/site rollups with month of March.			Performance Assessment	2Q04		2Q04	Rollup documented in Electronic Database.

tTrack IDs CA054879

Resource	# Persons	Hrs Per Person	Comments
300270 3009	17	12	1 hour per month.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.19	Begin review of department indicators at Management Review Meetings.			Business Procedures	2Q04		2Q04	ACEMAN indicators reviewed at monthly Management Review Meetings. Copy of agenda and ACEMAN slides.

tTrack IDs CA054880

Resource	# Persons	Hrs Per Person	Comments
300270 3009	30	12	1 hour per month.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.20	Begin weekly group ratings.			Performance Assessment	3Q04		3Q04	Copy of weekly assessments; Copy of D-15 agenda specifying rating activity.

tTrack IDs CA054881

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.21	Build accountability into PBNP processes.			Assessment	2Q04		4Q04	High level step intended to capture substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.21.A	Build accountability in CAP/OE Process (CAP Coaches).			Assessment	2Q04		2Q04	Documentation of changes implemented.

tTrack IDs CA054883

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.21.B	Conduct self-assessment to determine other ways to build in accountability.			Performance Assessment	2Q04		2Q04	Documented recommendations.

tTrack IDs CA054884

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	
300380 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.22	Review existing represented employee performance feedback form with the union to determine best way to incorporate ACEMAN.			Human Resources	2Q04		2Q04	Published method for use of form with represented employees.

tTrack IDs CA054885

Resource	# Persons	Hrs Per Person	Comments
655LELEC	1	20	
655LMECH	1	20	
300110 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.23	Install Lite Boards and Human Performance stanchion.			Performance Assessment	1Q04		2Q04	Installed equipment, article explaining in NMC Today.

tTrack IDs CA054888

Resource	# Persons	Hrs Per Person	Comments
655LMECH	2	20	
300390 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.24	Revise Human Performance Program Procedure to be consistent with the Picture of Excellence.			Performance Assessment	1Q04		1Q04	Revised NP 1.1.10 consistent with Picture of Excellence.

tTrack IDs CA054891

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.25	Implement "Safety Focus of the Day".			Safety	1Q04		1Q04	High level step intended to capture substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.25.A	Develop use of "Safety Focus of the Day".			Safety	1Q04	29-Mar-04	1Q04	Documented expectations for Safety Focus of the Day.

tTrack IDs CA054892

Resource	# Persons	Hrs Per Person	Comments
300340 3005	10	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.25.B	Begin Safety Focus of the Day.			Safety	1Q04	31-Mar-04	1Q04	Documented NOS Observations of stated safety focuses.

tTrack IDs CA054893

Resource	# Persons	Hrs Per Person	Comments
300140 3007	3	1	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.26	Revise CAP Trend reports to bin vs. barriers, results and attributes.			Performance Assessment	1Q04		2Q04	Issued 1st quarter CAP trend report organized around ACEMAN principles.

tTrack IDs CA054894

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.27	Implement the "right person, right picture, right process, right coaching and involvement" model.			Plant Manager	1Q04		4Q04	High level step intended to capture substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.27.A	Include the "right person, right picture, right process, right coaching and involvement" model as we analyze information.			Assessment	1Q04		1Q04	Materials used for ACEMAN rollout.

tTrack IDs CA055218

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	0	No time is required to implement this step. It is a way to frame our decision making.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.27.B	Verify effectiveness.			Nuclear Oversight	1Q04		4Q04	Documented NOS observations.

tTrack IDs CA055220

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.28	NOS will perform periodic assessments of ACEMAN implementation.			Nuclear Oversight	1Q04		2Q04	Documented NOS Observations.

tTrack IDs CA054899

Resource	# Persons	Hrs Per Person	Comments
300140 3007	4	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.29	Re-focus on ACEMAN after the outage by naming exemplars (people who do a particular behavior really well) for each behavior and have their full-time job be in-the-field mentoring for that particular behavior.			Site VP & ECP	2Q04		2Q04	Named Exemplars, documented report from each exemplar on his/her observations from their one week in the field.

tTrack IDs CA054900

Resource	# Persons	Hrs Per Person	Comments
300270 3009	6	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.30	Use NMC Bucks and Quick Thanks Programs to recognize individuals successfully demonstrating elements of the "Picture of Excellence".			Performance Assessment	1Q04		4Q04	Use monitored regularly as part of excellence team meeting.

tTrack IDs CA054901, CA054902, CA054903, CA054904, CA054905, CA054906, CA054907, CA054908, CA054910, CA054911, CA054912, CA054913, CA054914, CA054915, CA054917, CA054918, CA054919, CA054920, CA054921, CA054922, CA054923, CA054924, CA054925

Resource	# Persons	Hrs Per Person	Comments
300270 3009	23	1	These programs are already in use. This is to remind managers to encourage and recognize ACEMAN behaviors.

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.31	Institute ACEMAN parking spots, which employees nominate.			Performance Assessment	2Q04		2Q04	Parking spaces marked and available.

tTrack IDs CA054926

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.32	Celebrate ACEMAN successes.			Performance Assessment	3Q04		4Q04	High level step intended to capture substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.32.A	Plan a celebration late 2004 to reinforce learning and celebrate ACEMAN successes.			Performance Assessment	3Q04		4Q04	Published program for the event.

tTrack IDs CA054934

Resource	# Persons	Hrs Per Person	Comments
300380 3005	7	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.32.B	Hold celebration.			Performance Assessment	4Q04		4Q04	Completed briefing sheets signed by attendees.

tTrack IDs CA054936

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.33	Implement ACEMAN in the Performance Management Process (PMPs).			Human Resources	1Q04		3Q04	High level step intended to capture substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.33.A	Develop standard PMP language for NMC employees.			Human Resources	1Q04		2Q04	Standard language published by Human Resources.

tTrack IDs CA055002

Resource	# Persons	Hrs Per Person	Comments
300110 3007	2	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.33.B	Implement standard language (this can be used as a method to refocus us after the outage).			Human Resources	2Q04		2Q04	Mid-Year PMPs revised.

tTrack IDs CA055005, CA055006, CA055007, CA055008, CA055009, CA055010, CA055011, CA055012, CA055013, CA055014, CA055015, CA055016, CA055018, CA055019, CA055020, CA055021, CA055022, CA055023, CA055024, CA055025, CA055026, CA055027, CA055028

Resource	# Persons	Hrs Per Person	Comments
300270 3009	23	1	PMPs will be revised at this time as part of our routine process. Incorporating standard language does not represent additional resources.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.33.C	Verify implementation.			Human Resources	2Q04		3Q04	PMPs sampled for assessment of ACEMAN attributes.

tTrack IDs OTH055256

Resource	# Persons	Hrs Per Person	Comments
300110 3007	2	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.34	Revise Human Performance trend reports to bin vs. barriers, results, and attributes.			Performance Assessment	1Q04		2Q04	Documented 1st quarter human performance trend report organized around ACEMAN.

tTrack IDs CA055029

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.35	Publish Department Excellence Plans			Business Procedures	2Q04		3Q04	High level step intended to capture substeps. No deliverable required.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.35.A	Determine best method for implementing department excellence plans (actual plans, matrices, or other).			Business Procedures	2Q04		3Q04	Documented methodology.

tTrack IDs CA055031

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.35.B	Create department excellence plans.			Business Procedures	3Q04		3Q04	Documented plans.

tTrack IDs CA055032, CA055033, CA055034, CA055035, CA055036, CA055037, CA055038, CA055039, CA055040, CA055041, CA055042, CA055043, CA055044, CA055045

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	40	
300020 3009	1	40	
300030 3009	1	40	
300040 3009	1	40	
300050 3009	1	40	
300110 3009	1	40	
300130 3005	1	40	
300140 3005	1	40	
300150 3009	1	40	
300160 3009	1	40	
300170 3009	1	40	
300180 3009	1	40	
300210 3009	14	40	
300220 3009	1	40	
300240 3009	1	40	
300270 3009	1	40	
300280 3009	1	40	
300290 3005	1	40	
300340 3005	1	40	
300350 3005	1	40	
300360 3009	1	40	
300370 3009	1	40	
300380 3009	1	40	
300390 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.35.C	Publish Department Excellence Plans			Business Procedures	3Q04		3Q04	Published plans.

tTrack IDs CA055046

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.36	Conduct Effectiveness Review. This review will include a review of the identified performance indicators to determine whether the focus area objectives have been met and whether improvements in this focus area are sustainable.			Assessment	4Q04		4Q04	Completed effectiveness review report.

tTrack IDs CA055030

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	40	
300380 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-01-004.37	Facilitate independent and regulatory reviews.			Site VP & ECP	4Q04		1Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OR **Priority** 1 3C 3A **CAP #** 033241 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Oversight & Assessment **Plan Status** Open

Action Plan Title: Nuclear Oversight Effectiveness

Action Plan Number: OR-02-001

Problem Statement: NOS has not been fully effective at issue identification and management response to issues.

Causal Factors:

1 Staffing issues, including insufficient training and development opportunities, inadequate resources, and insufficent technical expertise.

2 NOS was not fully effective in identifying problems.

3 NOS was not fully effective in obtaining adequate management response to NOS identified issues.

Objectives:

1 Improve NOS staffing effectiveness by implementing a rotation policy, assigning assessors to maintain functional area cognizance, and completing the personnel qualification matrix tool.

2 NOS is effective in communicating significant issues to Site Management.

3 NOS is effective in assuring management response to QA findings.

4 Implement integrated assessment of performance.

5 NOS is effective in identifying major weaknesses within the PBNP organization, ensuring problems are resolved, and ensuring timely implementation of corrective actions to address findings.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.1	Plan and conduct a critical Self Assessment of the NOS Organization.			Nuclear Oversight	2Q03	20-Jun-03	2Q03	Self-assessment report.

tTrack IDs CA030260

Resource	# Persons	Hrs Per Person	Comments
642LCLER	1	40	
642LCLER	1	40	
CONTPRO	2	80	
100000 1000	3	80	
300010 3008	1	40	
300140 3005	1	40	
300140 3005	1	40	
300330 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.1.A	Analyze the self-assessment results, create action plan steps, and revise Excellence Plan Revision 0 action plan steps as necessary to address the causes of NOS performance weaknesses identified in the self assessment.			Nuclear Oversight	2Q03	23-Jun-03	2Q03	Revision 1 of this Action Plan (OR-02-001) submitted.

tTrack IDs CA030261

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	
300140 3005	1	40	
300330 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.2	Develop a Qualification needs matrix that identifies the skill set needed to conduct effective assessments.			Nuclear Oversight	3Q03	22-Jan-04	1Q04	A qualification matrix listing the appropriate skill set necessary to be an effective NOS organization.

tTrack IDs CA030263

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.2.A	Use the Performance Assessment model developed by NMC to identify each assessor's developmental needs.			Nuclear Oversight	2Q03	29-Jan-04	1Q04	A qualification needs list for the assessors.

tTrack IDs CA030264

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	
300330 3007	8	2	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.2.A.1	Assign functional area cognizance based on the Performance Assessment Model.			Nuclear Oversight	3Q03	17-Feb-04	1Q04	List of individuals assigned functional area cognizance.

tTrack IDs CA031640

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	80	
300140 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.2.B	Implement a plan to achieve the training and developmental needs as identified in the Performance Assessment model and functional area cognizance.			Nuclear Oversight	3Q03		3Q04	Plan approved. Scheduled actions, through current date, complete.

tTrack IDs CA030267

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.2.C	Implement a rotational plan and have it endorsed by the Site Vice President.			Nuclear Oversight	2Q03	24-Feb-04	1Q04	Rotational plan endorsed by the Site Vice President.

tTrack IDs CA028109

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.2.D	Retain the appropriate skill set in the areas of Operations, Engineering and Support functions, and those areas identified in the qualification needs matrix that are not met by the current assessors.			Nuclear Oversight		09-Jul-03	4Q05	This step is closed by incorporation into Action Steps OR-02-001.2.B and OR-02-001.2.C.

tTrack IDs CA030269

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.3	Implement a communication plan that includes periodic meetings between line management and NOS leadership.			Nuclear Oversight	1Q03	08-Dec-03	4Q03	Approved communications plan.

tTrack IDs CA030270

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.4	Implement an intrusive methodology to identify issue significance.			Nuclear Oversight	3Q03		2Q04	Approved procedure and assessor briefing sheets.

tTrack IDs CA030271

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	20	
300330 3007	8	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.4.A	Implement a standard format for action requests based on fleet procedure FP-NO-IA-08.			Nuclear Oversight	3Q03	08-Dec-03	4Q03	Defined standard format.

tTrack IDs CA031962

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.5	Evaluate relocation of NOS assessors to within the protected area of the plant or the south gatehouse.			Nuclear Oversight	3Q03		4Q04	Documented decision on the relocation of assessors.

tTrack IDs CA030272

Resource	# Persons	Hrs Per Person	Comments
655LCUST	5	40	
300060 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.6	Execute the Integrated Assessment of Performance, carry out the actions as detailed in Change Management Plan 2003-08.			Nuclear Oversight	1Q03		3Q04	An integrated presentation of plant performance.

tTrack IDs CA030273

Resource	# Persons	Hrs Per Person	Comments
300140 3005	2	20	
300140 3005	1	40	
300330 3007	2	40	
300330 3007	8	8	
300380 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.6.A	Develop a method to evaluate the performance of the integrated Assessment of Performance.			Nuclear Oversight			3Q04	Approved method to rate the Integrated Assessment of Performance.

tTrack IDs CA056016

Resource	# Persons	Hrs Per Person	Comments
642LCLER	1	20	
300140 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.7	Develop a formal process for monitoring/reporting the status of open Significant QA Findings. (CA028648)			Nuclear Oversight	1Q03	25-Sep-03	4Q03	Approved guideline or procedure.

tTrack IDs CA030274

Resource	# Persons	Hrs Per Person	Comments
642LCLER	2	20	
300140 3005	1	40	
300330 3007	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.7.A	Establish a process for the NOS Manager or NOS Supervisor to discuss the status of NOS Significant QA Findings with plant management.			Nuclear Oversight	2Q03	10-Nov-03	4Q03	Documented process.

tTrack IDs CA030275

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.7.B	Provide a briefing to NOS assessors and upper station management on the newly developed process for reporting NOS Significant QA Findings status.			Nuclear Oversight	3Q03	19-Dec-03	1Q04	Briefing documentation.

tTrack IDs CA030277

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	8	
300330 3007	8	2	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.7.C	Implement the process for reporting NOS significant QA findings.			Nuclear Oversight	3Q03	29-Jan-04	1Q04	Issue an NOS Significant QA finding status report.

tTrack IDs CA030278

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	8	
300140 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.7.D	Conduct the first NOS Significant QA Findings status meeting.			Nuclear Oversight	3Q03	09-Jul-03	1Q04	This action is closed by incorporation into Action Step OR-02-001.7.C (CA030278).

tTrack IDs CA030280

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.7.E	Perform an effectiveness review.			Nuclear Oversight	3Q04		4Q04	Effectiveness review report.

tTrack IDs EFR030281

Resource	# Persons	Hrs Per Person	Comments
642LCLER	1	40	
CONTPRO	2	40	
100000 1000	3	80	
300140 3005	1	40	
300140 3007	1	40	
300330 3005	1	48	
300330 3007	2	48	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.8	Perform interim self-assessment effectiveness review using an approved assessment process to assure schedule/plan adherence and determine the effectiveness of the completed individual actions. Revise the action plan based on the results of the assessment.			Nuclear Oversight	3Q04	09-Jul-03	3Q04	This step is closed by incorporation into Action Step OR-02-001.7.E.

tTrack IDs EFR030283

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.8.A	Perform Final Effectiveness Assessment using an approved assessment process to establish that the implemented actions have improved NOS effectiveness.			Nuclear Oversight	3Q05	09-Jul-03	3Q05	This step is closed by incorporation into Action Step OR-02-001.7.E.

tTrack IDs EFR030285

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-001.9	Perform benchmarking for ideas to improve NOS effectiveness.			Nuclear Oversight	3Q03	13-Dec-03	4Q03	Documentation of benchmarking results.

tTrack IDs *CA030287*

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	80	

Pillar of Excellence: OR **Priority** 3 5E 7C **CAP #** 033937 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Oversight & Assessment **Plan Status** Open

Action Plan Title: Nuclear Oversight Quality Assurance Topical Report (QATR) Implementation

Action Plan Number: OR-02-002

Problem Statement: NMC has significant efficiencies available which have not yet been realized because a common NMC Quality Assurance Topical Report does not exist.

Causal Factors;

1 Business Initiative - Causal Factors not required.

Objectives:

1 Implement the NMC common Quality Assurance Topical Report at PBNP.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.1	Support development of a draft NMC Quality Assurance Topical Report (QATR).			Nuclear Oversight	4Q02	07-May-03	2Q03	NMC QATR Draft A available for site review.

tTrack IDs CA031822

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.2	Collect PBNP input from site representatives and address comments.			Nuclear Oversight	2Q03	13-Sep-03	3Q03	Draft QATR with site comments included submitted to QATR Lead.

tTrack IDs CA031822

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	8	
300020 3009	1	8	
300030 3009	1	8	
300040 3009	1	8	
300050 3005	1	8	
300050 3009	1	8	
300140 3005	1	40	
300140 3007	1	160	
300150 3009	1	8	
300160 3009	1	8	
300170 3009	1	8	
300180 3009	1	8	
300210 3009	1	24	
300220 3009	1	8	
300230 3005	1	8	
300240 3009	1	8	
300270 3009	2	16	
300290 3005	1	8	
300290 3008	2	16	
300330 3005	1	8	
300360 3009	1	8	
300380 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.3	Obtain Site Vice President concurrence for submital of the QATR to the NRC.			Nuclear Oversight	3Q03	25-Sep-03	3Q03	Transmittal letter.

tTrack IDs CA031823

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	8	
300140 3007	1	40	
300270 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.4	Identify procedures to be revised and responsible person.			Nuclear Oversight	3Q03	30-Sep-03	3Q03	List of procedures and owners.

tTrack IDs CA031824

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	32	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.5	Develop training/briefing materials for QATR			Nuclear Oversight	3Q03		2Q04	Training/briefing material approved.

tTrack IDs CA031825

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.6	Coordinate, develop, and implement procedure changes supporting QATR issuance.			Nuclear Oversight	2Q04		3Q04	Procedures required for implementation issued.

tTrack IDs CA031826

Resource	# Persons	Hrs Per Person	Comments
642LCLER	1	80	
660LCLER	2	80	
300140 3005	1	80	
300140 3007	1	280	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.7	Coordinate training or briefing for site personnel on QATR			Nuclear Oversight	2Q04		4Q04	Copies of attendance records.

tTrack IDs CA031827

Resource	# Persons	Hrs Per Person	Comments
661LCLER	1	40	
300130 3006	1	120	
300140 3007	1	134	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.8	Implement QATR			Nuclear Oversight	3Q04		4Q04	Approved FCR.

tTrack IDs CA031828

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	40	
300140 3007	1	80	
300290 3008	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-02-002.9	Perform an effectiveness review.			Nuclear Oversight			2Q05	Effectiveness review report.

tTrack IDs EFR031829

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	120	
300140 3007	2	40	

Pillar of Excellence: OR **Priority** 1 3C 3B **CAP #** 033248 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Culture Survey **Plan Status** Open

Action Plan Title: ECP Integrated Program Improvements

Action Plan Number: OR-03-001

Problem Statement:
(1) Some employees do not understand the Employee Concerns Program was only designed for addressing safety-related concerns.
(2) No change management plan for the 3-unit site position.

Causal Factors;
1 Initial fleet rollout of ECP was broader than nuclear safety.
2 Limited ability to manage contingencies with one individual working in a 3-unit site position.

Objectives:
1 Culture survey and self-assessment results indicate an improved understanding of the focused role of ECP as well as alternative paths to reconcile non-safety related concerns.
2 There is an ECP Manager assigned to PBNP.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.1	Prepare and post position to acquire applicants for the ECP position at PBNP.			Site VP & ECP		28-Jun-03	3Q03	Posting
		tTrack IDs	CA030288					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.2	Select applicant for position.			Site VP & ECP	2Q03	25-Jun-03	2Q03	Announcement of assignment
		tTrack IDs	CA030289					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.3	Revise ECP advertising and marketing information.			Site VP & ECP	2Q03	15-Aug-03	3Q03	Revised advertising and marketing information available for distribution.

tTrack IDs CA030291

Resource	# Persons	Hrs Per Person	Comments
300270 3007	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.4	Revise PEACH communications materials.			Site VP & ECP	2Q03	13-Aug-03	3Q03	Revised communication materials.

tTrack IDs CA031340

Resource	# Persons	Hrs Per Person	Comments
300270 3007	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.5	Revise NMC Net ECP Home Page and other electronic promotional materials.			Site VP & ECP	2Q03	12-Aug-03	3Q03	Updated web page

tTrack IDs CA031343

Resource	# Persons	Hrs Per Person	Comments
100000 1000	2	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.6	Review and revise ECP Policy CP-0021 as necessary.			Site VP & ECP	2Q03	11-Sep-03	3Q03	Revised policy on web or documented review.

tTrack IDs CA031344

Resource	# Persons	Hrs Per Person	Comments
100000 1000	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.7	Review and revise ECP Procedure FP-EC-ECP-01 as necessary.			Site VP & ECP	2Q03	11-Sep-03	3Q03	Revised procedure or documented review.

tTrack IDs CA031345

Resource	# Persons	Hrs Per Person	Comments
100000 1000	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.8	Revise GAT Training Module N-G-L001-H and General Awareness Module.			Site VP & ECP	2Q03	15-Aug-03	3Q03	Revised training materials

tTrack IDs CA031346

Resource	# Persons	Hrs Per Person	Comments
100000 1000	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.9	Review and revise ECP internal administrative documents as necessary.			Site VP & ECP	2Q03	11-Sep-03	3Q03	Revised administrative documents or documented review.

tTrack IDs CA031348

Resource	# Persons	Hrs Per Person	Comments
100000 1000	2	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.10	Review and validate the 2003 RP culture survey regarding nuclear safety culture as well as effectiveness of ECP within RP. Develop action plan to improve the RP culture in this area.			Radiation Protection	2Q03	25-Aug-03	3Q03	Action steps added to approved Action Plan.

tTrack IDs CA030315

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	2	40	
300030 3005	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.11	Review and validate the 2003 Operations culture survey regarding effectiveness of ECP within Operations. Develop action plan to improve the Operations culture in this area.			Operations	2Q03	29-Sep-03	3Q03	Action steps added to approved action plan.

tTrack IDs CA031350

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.12	Review and validate the 2003 NIM culture survey regarding effectiveness of ECP within NIM. Develop action plan to improve the NIM culture in this area.			Business Procedures	2Q03	12-Sep-03	3Q03	Action steps added to approved action plan.

tTrack IDs CA031351

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.13	Review and validate the 2003 Maintenance culture survey regarding nuclear safety culture within Maintenance. Develop action plan to improve the Maintenance culture in this area.			Maintenance	2Q03	28-Jul-03	3Q03	Action steps added to approved action plan.

tTrack IDs CA031352

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.14	Perform focused self assessment of program initiatives			Site VP & ECP	2Q04		2Q04	Self-assessment report

tTrack IDs CA030293

Resource	# Persons	Hrs Per Person	Comments
100000 1000	3	24	
300270 3007	1	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-001.15	Validate focused self-assessment results by performance of 2004 culture survey (reference action plan OR-03-002)			Site VP & ECP	3Q04		1Q05	Completed 2004 Culture Survey

tTrack IDs CA031353

Resource	# Persons	Hrs Per Person	Comments
300110 3009	1	60	
300270 3009	1	20	

Pillar of Excellence: OR **Priority** 1 3C 3B **CAP #** 033249 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Culture Survey **Plan Status** Open

Action Plan Title: Implement Culture Survey Improvements

Action Plan Number: OR-03-002

Problem Statement: Some improvements are needed in work prioritization, general communications, and work environment.

Causal Factors;

1 The Causal Factors related to the desired improvements in work prioritization are identified in the following action plans:

OR-05-001, Organizational Effectiveness Improvement
OR-06-004, Elimination of Low-Value Added Work
OR-08-006, Improve Work Management Process in Engineering
OP-11-001, Improve Work Management Process

2 The Causal Factors related to the desired improvements in general communications are identified in the following action plans:

OR-04-002, Improve Internal and External Communications
OR-05-004, Improve Implementation of Performance Management Process

3 For work environment concerns, the major issues are general communications (see action plan OR-04-002); Improve the Performance Management Process and Employee Recognition (see action plan OR-05-004); and improve the change management process (action plan to be developed).

Objectives;

1 The 2004 Culture Survey ratings for "General Culture" and "Leadership, Management, and Supervisory Skills and Practices" are improved.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1	Utilize external consulting agency to administer the employee culture survey at Point Beach.			Human Resources	1Q03	20-Jan-03	1Q03	Completed culture survey.
		tTrack IDs	CA030294					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1.A	Brief Site Senior Management on Culture Survey results.			Human Resources	1Q03	03-Mar-03	1Q03	Documented briefing.
		tTrack IDs	CA030295					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1.B	Department Managers roll out survey results to their respective departments.			Human Resources	1Q03	15-Apr-03	2Q03	Documented roll outs.

tTrack IDs CA030296

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1.C	Each Department Manager provides a list of the department strengths, areas for improvement, and their 2-3 most important AFIs.			Human Resources	2Q03	30-Apr-03	2Q03	Documented Department focus issues.

tTrack IDs CA030297

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1.D	Identify the 3 most significant survey issues from a site perspective. Incorporate the needed actions into Action Plans.			Human Resources	2Q03	23-Jul-03	3Q03	Approved action plans for the top 3 site culture survey focus items. Three significant survey issues identified: Work prioritization - See OR-05-001; OR-06-004; OR-08-006; OP-11-001. General Communications - See OR-04-002; OR-05-004. Work Environment - See OR-04-002; OR-05-004.

tTrack IDs CA030298

Resource	# Persons	Hrs Per Person	Comments
300110 3009	3	20	
300270 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1.E	Develop a site communications plan that addresses Culture Survey results.			Communications	2Q03	30-Jul-03	3Q03	Issued site communications plan.

tTrack IDs CA030299

Resource	# Persons	Hrs Per Person	Comments
300110 3009	1	6	
300270 3009	2	2	
300270 3009	1	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.1.F	Conduct a follow up employee culture survey.			Site VP & ECP	3Q04		1Q05	2004 culture survey results.

tTrack IDs EFR030300

Resource	# Persons	Hrs Per Person	Comments
300110 3009	1	60	
300270 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2	Each Crew, including the Staff Crew, will hold meeting(s) to discuss the results of the 2003 PBNP Culture Survey. Each group will provide their "top three" improvements items to the Operations Manager.			Operations	2Q03	30-Apr-03	2Q03	Each crew provide a top three list of improvements to the operations manager.

tTrack IDs CA030301

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.A	Operations Manager determine the Operations Top Three improvement items based on inputs from the Crews.			Operations	2Q03	15-May-03	2Q03	Operations Manager determine Operations Group Top Three AFI's.

tTrack IDs CA030301

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.B	Create an Action Plan to address operations concerns with Job Satisfaction.			Operations	2Q03	22-Aug-03	3Q03	Approved Action Plan created to address Job Satisfaction concerns.

tTrack IDs CA030302

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.C	Create an Action Plan to address operations concerns with Personnel Development.			Operations	2Q03	22-Aug-03	3Q03	Approved Action Plan created to address Personnel Development concerns.

tTrack IDs CA030303

Resource	# Persons	Hrs Per Person	Comments
300030 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.D	Develop an operations staffing plan.			Operations	2Q03	22-Jul-03	3Q03	Operations Staffing plan issued.

tTrack IDs CA030304

Resource	# Persons	Hrs Per Person	Comments
300020 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.E	Add work control center staffing positions to the Operations Manual.			Operations	2Q03	20-Nov-03	4Q03	Revised Operations Manual.

tTrack IDs CA030305

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.F	Perform a comparison of the compensation received by Operations and Maintenance for operator retention planning.			Operations	2Q03	24-Nov-03	4Q03	Memo from Operations Manager that data has been received/compared.

tTrack IDs CA030306

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	
300020 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.G	Perform an assessment of the Operation's Section of this Action Plan, steps 2.2 to 2.2.F, and document the results in the Corrective Action for this Action Plan.			Operations	4Q03	10-Jul-03	4Q03	Step OR-03-002.2.H tracks this work. See EFR030308.

tTrack IDs CA030307

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.2.H	Perform an effectiveness review of the Operation's Section of this Action Plan.			Operations	1Q04	11-Feb-04	1Q04	Documented effectiveness review.

tTrack IDs EFR030308

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3	Develop action steps to improve the Chemistry Department's communications.			Chemistry	2Q03	27-Jun-03	3Q03	Action Steps added to an approved Action Plan.

tTrack IDs CA030309

Resource	# Persons	Hrs Per Person	Comments
300010 3008	2	8	
300010 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.A	Present Culture Survey Results to the Chemistry Group.			Chemistry		01-May-03	2Q03	Briefing Attendance Sheets.

tTrack IDs CA031573

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.B	Develop Mission and Vision Statements for the Chemistry Culture Survey Team.			Chemistry		21-May-03	2Q03	Culture Survey Team Mission and Vision Statements.

tTrack IDs CA031573

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.C	Conduct an open forum for resolution of outstanding Chemistry issues and concerns.			Chemistry		15-May-03	2Q03	Chemsitry Dialogue Meeting Minutes.

tTrack IDs CA031573

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.D	Conduct 2Cs meetings with Chemistry Manager.			Chemistry	2Q03	10-Dec-03	4Q03	Meeting Minutes.

tTrack IDs CA031574

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	12	2	
300010 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.E	Develop standard agenda for Chemistry plan of the day meetings.			Chemistry		11-Jun-03	2Q03	Standard agenda published.

tTrack IDs CA031573

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.F	Establish use of plant status boards to track current status of Chemistry systems.			Chemistry		11-Jun-03	2Q03	Review of status boards included in Chemistry plan of the day standard agenda.

tTrack IDs CA031573

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.G	Complete Insights survey.			Chemistry	1Q03	10-Jul-03	3Q03	Meeting minutes from teambuilding session.

tTrack IDs CA031575

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.H	*** Deleted in Revision 2 ***			Chemistry	2Q03	05-Mar-04	1Q04	Step deleted 02-21-04. No deliverable required.

tTrack IDs CA031576

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	5	8	
300010 3005	1	8	
300010 3008	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.I	Develop standard turnover template to improve communications of technicians between shifts.			Chemistry	3Q03	05-Sep-03	3Q03	Standard turnover template.

tTrack IDs CA031577

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	3	4	
300010 3005	2	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.3.J	Place a suggestion box in the Chemistry Area to allow for anonymous feedback and review during Chemistry Department Meeting.			Chemistry	3Q03	22-Aug-03	3Q03	Standard agenda item in Chemistry Department Meeting to review suggestions.

tTrack IDs CA031578

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.4	Develop action steps to improve the Chemistry Department's employee involvement.			Chemistry	2Q03	26-Jun-03	3Q03	Action Steps added to an approved Action Plan.

tTrack IDs CA030310

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.4.A	Establish Chemistry Human Performance Improvement Team.			Chemistry		10-Jun-03	2Q03	Meeting Minutes.

tTrack IDs CA031579

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.4.B	Establish Chemistry Culture Survey Team.			Chemistry		08-May-03	2Q03	Meeting Minutes.

tTrack IDs CA031579

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.4.C	Assign new subject matter experts (SME) for Chemistry instrumentation.			Chemistry	3Q03	30-Jul-03	4Q03	Listing of SMEs for Chemistry instrumentation.

tTrack IDs CA031915

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.4.D	Include Chemistry Group corrective action assignments in Chemistry plan of the day meetings.			Chemistry	3Q03	24-Jul-03	3Q03	Meeting agenda with corrective action assignment discussion.

tTrack IDs CA031580

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.4.E	Review upcoming Chemistry projects and request involvement in department meetings.			Chemistry	3Q03	27-Aug-03	3Q03	Agenda with standing item.

tTrack IDs CA031581

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.5	Develop action steps to improve the Chemistry Department's performance recognition.			Chemistry	2Q03	26-Jun-03	3Q03	Action Steps added to an approved Action Plan.

tTrack IDs CA030311

Resource	# Persons	Hrs Per Person	Comments
300010 3008	2	8	
300010 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.5.A	Present current available site performance recognition programs to the Chemistry Group.			Chemistry	3Q03	03-Oct-03	4Q03	Briefing attendance sheets.

tTrack IDs CA031582

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	1	
300110 3007	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.5.B	Conduct feedback sessions with Chemistry management and Culture Survey Team craft members to determine what concerns technicians have with current process to recognize performance.			Chemistry	3Q03	10-Dec-03	4Q03	Meeting minutes.

tTrack IDs CA031584

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	4	1	
300010 3005	2	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.5.C	Include agenda item for department meetings to ensure Chemistry celebrates successes on a more timely/consistent basis.			Chemistry	3Q03	26-Aug-03	4Q03	Agenda with standing item.

tTrack IDs CA031585

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.5.D	Poll Chemistry Group to determine the preferred means of performance recognition.			Chemistry	3Q03	12-Sep-03	3Q03	Copy of poll.

tTrack IDs CA031587

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	1	
300010 3005	2	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.6	Develop action steps to improve the Radiation Protection Department's communications.			Radiation Protection	2Q03	29-Aug-03	3Q03	Action Steps added to an approved Action Plan.

tTrack IDs CA030312

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	2	40	
300030 3005	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.6.A	Complete Radiation Protection management team alignment.			Radiation Protection	3Q03	18-Dec-03	4Q03	RP Management Roles and Responsibilities document.

tTrack IDs CA031588

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	8	
300030 3005	13	8	
300030 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.6.B	Establish expectation for daily Radiation Protection management meeting and create standard agenda items.			Radiation Protection	3Q03	11-Aug-03	3Q03	Documented expectations and agenda.

tTrack IDs CA031589

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	2	
300030 3005	13	1	
300030 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.6.C	Develop and implement an agenda for the weekly Radiation Protection management meetings.			Radiation Protection	3Q03	22-Sep-03	3Q03	Standard agenda.

tTrack IDs CA031590

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	2	
300030 3005	13	1	
300030 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.6.D	Combine the Radiation Protection Field and Station Supervisor into one position to ensure a single point of contact for the RP Field Operations Group.			Radiation Protection	3Q03	17-Dec-03	4Q03	Documentation of roles and responsibilities.

tTrack IDs CA031591

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	2	
657LHPTE	2	4	
300030 3005	5	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.7	Develop action steps to improve the Radiation Protection Department's issue resolution and decision-making.			Radiation Protection	2Q03	29-Aug-03	3Q03	Action Steps added to an approved Action Plan.

tTrack IDs CA030313

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	2	40	
300030 3005	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.7.A	Present the Decision Making Model to the Radiation Protection Group.			Radiation Protection	3Q03	22-Jan-04	1Q04	Briefing material and attendance sheets.

tTrack IDs CA031592

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	8	
657LCUST	7	5	
657LHPTE	26	5	
300030 3005	6	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.7.B	*** Deleted in Revision 2 ***			Radiation Protection	4Q03	24-Feb-04	1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA031593

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	4	4	
300030 3005	2	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.7.C	*** Deleted in Revision 2 ***			Radiation Protection	1Q04	29-Mar-04	1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA031594

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	16	2	
300030 3005	4	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.8	Develop action steps to improve the Radiation Protection Department's job knowledge.			Radiation Protection	2Q03	01-Aug-03	3Q03	Action Steps added to an approved Action Plan.

tTrack IDs CA030314

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	2	40	
300030 3005	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.8.A	*** Deleted in Revision 2 ***			Radiation Protection	3Q03	15-Mar-04	1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA031595

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	8	
300030 3005	2	40	
300130 3006	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.8.B	*** Deleted in Revision 2 ***			Radiation Protection	1Q04	29-Mar-04	1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA031596

Resource	# Persons	Hrs Per Person	Comments
657LCLER	1	8	
657LHPTE	2	20	
300030 3005	2	20	
300130 3006	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.8.C	*** Deleted in Revision 2 ***			Radiation Protection	4Q03		1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA031597

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	2	20	
300030 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.8.D	*** Deleted in Revision 2 ***			Radiation Protection	1Q04	29-Mar-04	1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA031598

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	2	80	
300030 3005	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.9	Review and validate the RP Culture Survey in the area of Effectiveness of the Employee Concerns Program within Radiation Protection. Develop action steps to improve the Radiation Protection Department culture in this area.			Radiation Protection	2Q03	11-Jul-03	3Q03	Step transferred to Action Plan OR-03-001, ECP Integrated Program Improvements. (Reference CA030315)

tTrack IDs N/A

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.10	Develop action steps to improve the Maintenance Department's First Line Supervisor Presence in the Field, and Configuration Management.			Maintenance	2Q03	11-Jul-03	3Q03	Action steps added to an approved Action Plan.

tTrack IDs CA030316

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.11	Assign an owner for the Change Management Process.			Site VP & ECP	2Q03	24-Jul-03	3Q03	Documentation of assignment.

tTrack IDs CA031641

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.12	Improve Leadership, Management and Supervisory Skills and Practices by implementing action plan OR-07-001.			Training	1Q03		2Q05	Completed Action Plan OR-07-001.

tTrack IDs CA031642

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-03-002.13	Develop an Action Plan to improve the Change Management Process.			Business Procedures	3Q03	09-Sep-03	3Q03	Approved Action Plan.

tTrack IDs CA031643

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	8	

Pillar of Excellence: OR **Priority** 1 3C 6C **CAP #** 033256 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Communications **Plan Status** In Closure

Action Plan Title: Improve Relations with NRC

Action Plan Number: OR-04-001

Problem Statement: Ineffective actions have been taken to build and maintain a strong relationship with the NRC.

Causal Factors;

1 Inadequate means of identifying and promulgating plant wide expectations for dealing with the NRC.

Objectives;

1 Establish and maintain effective regulatory communications between internal PBNP organizations, Nuclear Management Company organizations and all levels of the NRC. This objective includes both verbal and written communications.

2 Provide performance indicators (NMC Fleet and/or internal) that measure the effectiveness and quality of the regulatory interface.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.1	Review and revise as appropriate NP 5.1.1, "Nuclear Regulatory Commission Protocol" to ensure standards of excellence in communications with the NRC are specified and to document expectations concerning attendance at NRC entrance and exit meetings.			Regulatory Affairs – Compliance	2Q03	16-May-03	2Q03	Procedural guidance has been developed that established expectations and standards for communication with the NRC.

tTrack IDs CA028693

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.2	Training will develop a lesson plan based on procedures NP 5.1.1 and AM 5-1 and provide training on practices to improve relationships and communications with the NRC.			Training General	2Q03	02-Sep-03	3Q03	Completed training module and records provided to Point Beach Managers on roles & responsibilities.

tTrack IDs CA028696

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.3	Regulatory Affairs to conduct a seminar/roundtable to identify other methods to raise Staff sensitivity to Resident Inspector issues.			Regulatory Affairs – Compliance	1Q03	24-Apr-03	2Q03	Completed Round Table discussion and developed actions. OTH029383
		tTrack IDs	CA028695					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.4	Develop a communication schedule to facilitate contact between the Plant Manager and the PBNP Region III Branch Chief to facilitate a better relationship with the Region.			Plant Manager	2Q03	03-Apr-03	2Q03	A schedule for communications has been established.
		tTrack IDs	CA028694					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.5	Establish the practice of discussing the regulatory health of PBNP at the Monday, "Plan of the Day" (POD) meetings.			Regulatory Affairs – Compliance		04-Mar-03	2Q03	Regulatory Impact provides a snapshot of all routine interface activities with the NRC. This is discussed at the POD on Mondays.
		tTrack IDs	ACE001193					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.6	Evaluate the effectiveness of the Plant Manager's communications with the PBNP Region III Branch Chief at improving relationship with the Region.			Regulatory Affairs – Compliance	2Q03	19-Jun-03	3Q03	Assessment of Plant Manager/Region III Interface.
		tTrack IDs	EFR030319					

Resource	# Persons	Hrs Per Person	Comments
300270 3009	0	0	
300270 3009	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.7	Evaluate the effectiveness of discussing the regulatory health of PBNP at the Monday, "Plan of the Day" (POD) meetings as it relates to improving the Sites understanding of open Regulatory Issues.			Regulatory Affairs – Compliance	2Q03	30-Jul-03	3Q03	Assessment of Effectiveness of the Regulatory Impact Process.

tTrack IDs EFR030321

Resource	# Persons	Hrs Per Person	Comments
300270 3009	10	1	
300290 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.8	Development of a top 10 risk significant issues list that would be communicated at both the POD and senior management meetings and develop 30 minute rule style approach for raising significant issues to management's attention.			Regulatory Affairs – Compliance	2Q03	18-Jul-03	3Q03	Top ten risk significant issues and 30-minute rule guide.

tTrack IDs CA030322

Resource	# Persons	Hrs Per Person	Comments
662LCLER	1	120	
300270 3009	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-001.9	Issue guideline for implementation of Step OR-04-001.8.			Regulatory Affairs – Compliance	3Q03	18-Jul-03	3Q03	Issued guideline.

tTrack IDs CA031644

Resource	# Persons	Hrs Per Person	Comments
300290 3005	1	0	

Pillar of Excellence: OR **Priority** 2 5C 6F **CAP #** 033257 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Communications **Plan Status** Open

Action Plan Title: Improve Internal and External Communication

Action Plan Number: OR-04-002

Problem Statement: There are weaknesses in the communication protocol at PBNP.

Causal Factors:

1 Insufficient acknowledgement of expectations and recognizing important topics.

Objectives:

1 Improve internal and external communication.
2 An effective communications plan.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.1	Maintenance Communication			Maintenance	2Q03		2Q04	No deliverable required. This is a high level step to capture all action steps associated with Maintenance communications.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.1.A	Using input gathered during the PBNP Culture Survey Group Interview, the off-site Maintenance Management Improvement Seminar, and discussions with the workforce, prepare a Maintenance Communication Plan that identifies the actions and schedule for Internal and External Maintenance Communication improvements.			Maintenance	2Q03	07-Jun-03	2Q03	A copy of the DRAFT Maintenance Communication Plan. This living document should identify the responsible Person (Group) and due dates (when applicable). Areas to be included in the initial plan are: Recurring Meetings, Communication Strategies, Customer/Supplier Communications, Key Stakeholder Communications

tTrack IDs CA030326

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.1.B	Review and Approve the Maintenance Communication Plan that identifies the actions and schedule for Internal and External Maintenance Communication improvements.			Maintenance	2Q03	09-Jul-03	3Q03	An approved copy of the Maintenance Communication Plan, which provides instructions for maintaining the plan. The initial plan to be input as an element of Revision 1 to the Point Beach Excellence Plan.

tTrack IDs CA030328

Resource	# Persons	Hrs Per Person	Comments
300050 3009	8	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.1.C	Incorporate the Maintenance Communications Plan and process into the Conduct of Maintenance Manual. This is to include quarterly staff meetings (all employees)			Maintenance	3Q03	10-Dec-03	4Q03	A copy of the applicable section(s) of the "Conduct of Maintenance Manual".

tTrack IDs CA030330

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.1.D	Conduct an Interim Self-Assessment of the effectiveness of actions taken under this plan.			Maintenance Programs & Facilities	4Q03	09-Jul-03	4Q03	This item is being closed with no action taken, step OR-04-002.16 is to perform an interim assessment of the entire plan.

tTrack IDs EFR030332

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.1.E	Conduct a Final Self-Assessment of the effectiveness of this plan.			Maintenance Programs & Facilities	2Q04	09-Jul-03	2Q04	This item is being closed with no action taken, step OR-04-002.17 is to perform a final assessment of the entire plan.

tTrack IDs EFR030334

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.2	2 Cs Meetings with Sr. NMC Management (Cross Section)			Site VP & ECP	2Q03	30-Dec-03	4Q03	A schedule for communications with internal and PBNP organizations shall be established

tTrack IDs CA030335

Resource	# Persons	Hrs Per Person	Comments
300270 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.3	2 Cs Meetings with Sr. PBNP Management (Cross Section)			Site VP & ECP	2Q03	30-Dec-03	4Q03	A schedule for communications with internal and PBNP organizations shall be established

tTrack IDs CA030338

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.4	2 Cs Meetings with PBNP Site Plant Management (Rotating departments under Plant Management direction, i.e., OPS, RP, Chemistry)			Plant Manager	2Q03	23-Dec-03	4Q03	A schedule for communications with internal and PBNP organizations shall be established

tTrack IDs CA030340

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.5	Articles submitted to NMC Today on Department Excellence			Plant Manager	2Q03	22-Dec-03	4Q03	NMC Today will provide a snapshot of all Department Excellence activities

tTrack IDs CA030341

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.6	Steward / Manager Discussions			Plant Manager	2Q03	10-Dec-03	4Q03	Continuing Steward / Manager discussion and will develop actions as needed

tTrack IDs CA030342

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.7	Union Leadership / Plant Manager Discussions			Plant Manager	2Q03	23-Dec-03	4Q03	Continuing Union Leadership / Plant Manager discussion and will develop actions as needed

tTrack IDs CA030343

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.8	Department Briefings on Corrective Action Program			Assessment	2Q03	19-Dec-03	4Q03	Document completion of briefings to Point Beach Managers on the Corrective Action Program

tTrack IDs CA030344

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.9	MRM Update to the Site			Business	2Q03	23-Dec-03	4Q03	Provide to Point Beach Managers briefings on the MRM Update

tTrack IDs CA030345

Resource	# Persons	Hrs Per Person	Comments
300210 3009	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.10	All Hands Meetings			Site VP & ECP	2Q03	08-Jul-03	4Q03	A schedule for All Hands meetings with internal and PBNP organizations shall be established

tTrack IDs CA030346

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	45	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.11	Plant Update articles submitted to NMC Today			Plant Manager	2Q03	22-Dec-03	4Q03	NMC Today will provide a snapshot of all Plant Update activities.

tTrack IDs CA030347

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.12	PB Leadership Team			Site VP & ECP	2Q03	30-Dec-03	4Q03	Continuing Leadership Team discussion and will develop actions as needed

tTrack IDs CA030348

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	45	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.13	Develop a communications plan.			Regulatory Affairs – Compliance	2Q03	28-Jul-03	3Q03	Approved communication plan.

tTrack IDs CA030349

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.14	Hire a Site Communications Manager			Site VP & ECP		16-Jun-03	2Q03	Documentation of new Site Communications Manager.

tTrack IDs N/A

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.15	Consult with the Communications Manager and identify additional methods that will be used to improve communications			Regulatory Affairs – Licensing	2Q03	08-Jul-03	3Q03	List of actions to be taken and a method to track the items.

tTrack IDs CA031336

Resource	# Persons	Hrs Per Person	Comments
100000 1000	2	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.16	Conduct an interim effectiveness review.			Communications	4Q03	12-Nov-03	4Q03	Effectiveness review report.

tTrack IDs EFR031338

Resource	# Persons	Hrs Per Person	Comments
100000 1000	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.17	Conduct a final effectiveness review.			Communications	3Q04		3Q04	Effectiveness review report.

tTrack IDs EFR031339

Resource	# Persons	Hrs Per Person	Comments
100000 1000	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.18	Prepare mid-year brochure, communicate plant status and major issues.			Communications	2Q03	31-Jul-03	3Q03	Approved mid-year brochure, highlighting plant status.

tTrack IDs CA054468

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.19	Prepare year-end brochureto wrap up 2003			Communications	4Q03	23-Dec-03	4Q03	Approved 2003 year in review brochure.
		tTrack IDs	CA054470					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20	Prepare a schedule for PBTV, requiring each department manager to supply information each month.			Communications	4Q03	23-Dec-03	4Q03	Develop schedule for major deaprtments to create slides/ideas for PBTV.
		tTrack IDs	CA054472					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.A	Department Manager or designee is to supply information to the Communications Department for January, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Training	1Q04	24-Jan-04	1Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054730					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.B	Department Manager or designee is to supply information to the Communications Department for February, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Radiation Protection	1Q04	04-Feb-04	1Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054731					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.C	Department Manager or designee is to supply information to the Communications Department for March, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Maintenance	1Q04	16-Mar-04	1Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054732					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.D	Department Manager or designee is to supply information to the Communications Department for May, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Engineering	2Q04		2Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054733					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.E	Department Manager or designee is to supply information to the Communications Department for June, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Operations	2Q04		2Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054734					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.F	Department Manager or designee is to supply information to the Communications Department for July, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Production Planning	3Q04		3Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054735					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.G	Department Manager or designee is to supply information to the Communications Department for August, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Emergency Planning	3Q04		3Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054736					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.H	Department Manager or designee is to supply information to the Communications Department for September, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Chemistry	3Q04		3Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054737					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.I	Department Manager or designee is to supply information to the Communications Department for October, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Business	4Q04		4Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054738					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.J	Department Manager or designee is to supply information to the Communications Department for November, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Human Resources	4Q04		4Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054739					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.20.K	Department Manager or designee is to supply information to the Communications Department for December, 2004 in the form of approximately 10 Powerpoint slides to be used on PBTV (idea is to highlight successes of your department).			Performance Assessment	4Q04		4Q04	Powerpoint slides (or other electronic media acceptable to Communications) provided to Communications Department for use with PBTV.
		tTrack IDs	CA054740					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.21	Develop a method where major plant departments and committees are highlighted in Communications publications.			Communications	4Q03	23-Dec-03	4Q03	Establish schedule for highlighting a department of month.
		tTrack IDs	CA054474					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.22	*** Deleted in Revision 2 ***			Communications	1Q04	29-Mar-04	1Q04	Step deleted 02-24-04. No deliverable required.
		tTrack IDs	CA054478					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-002.23	Design a website to allow all employees to reference communiques issued at Point Beach.			Communications	4Q03	30-Dec-03	4Q03	Develop a website that contains Communications-related information that employees can access. (The specific contents of the website will change based upon feedback from employees).
		tTrack IDs	CA054482					

Pillar of Excellence: OR **Priority** 2 5C 5D **CAP #** 033259 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Communications **Plan Status** In Closure

Action Plan Title: Improve Communications in Operations

Action Plan Number: OR-04-003

Problem Statement: Operations communication of business issues and daily operational issues requires improvement.

Causal Factors;

1 Communication between Operations Management and six rotating crews is difficult.

Objectives:

1 Improved Operations intra-group communications.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.1	Continue publishing the monthly Operations Newsletter.			Operations		25-Jun-03	2Q03	Published Newsletter.
		tTrack IDs	CA030350					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.2	Continue the training class each cycle with operations management, preferably the Operations Manager, performing selected Operational Experience discussions and giving the crew time for additional direct feedback to operations management.			Operations		17-Jul-03	3Q03	Operations OE sessions documented as part of the cycle training schedule.
		tTrack IDs	CA030351					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.3	Establish a crew briefing requirement for each oncoming shift. This brief should include, but is not limited to, plant status, daily priorities, safety and operational experience for the day.			Operations	1Q03	23-Jun-03	3Q03	Revised OM 3.9.

tTrack IDs CA030352

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.4	Establish criteria in OM-2.7 for the Operations Staff to "tour" the control room on various shifts throughout the week to determine operations personnel concerns and overall disposition of the operations group.			Operations	2Q03	23-Jun-03	2Q03	Revised OM-2.7.

tTrack IDs CA030353

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	4	
300020 3007	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.5	Add requirements to OM-2.7 for Operations Staff to visit/attend initial training classes.			Operations	2Q03	23-Jun-03	2Q03	Revised OM-2.7.

tTrack IDs CA030354

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	4	
300020 3007	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.6	Develop an Operations Home Page on the intranet to aid in communicating with the operators. This page can include OE, staff guidance and information, safety topics, and a general monthly theme for operations.			Operations	3Q03	29-Dec-03	1Q04	Web Page on NMC Net.

tTrack IDs CA030355

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.7	Perform an effectiveness review.			Operations	3Q03	01-Nov-03	4Q03	Documented Effectiveness Review.

tTrack IDs EFR030356

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-04-003.8	Perform an effectiveness review of this Action Plan and document the results in the Corrective Action for this Action Plan.			Operations	1Q04	28-Jan-04	1Q04	Effectiveness review complete. AP Owner and Focus Area Owner concur that the objective of this plan has been met. This Action Plan may be closed.

tTrack IDs EFR031257

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	20	

Pillar of Excellence: OR **Priority** 1 3B 3B **CAP #** 033318 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Management Effectiveness **Plan Status** Open

Action Plan Title: Organizational Effectiveness Improvement

Action Plan Number: OR-05-001

Problem Statement: Sustainable performance improvement has not been realized at Point Beach since the 1996 regulatory shutdown. A number of events have occurred over the past few years that point to issues with organizational effectiveness. This action plan documents the actions taken by Nuclear Management Company to determine and understand the barriers to sustained performance improvement at Point Beach.

Causal Factors;

1. Roles and responsibilities are not well defined.
2. Weaknesses in Corrective Action Program effectiveness.
3. Lack of site-wide integrated prioritization.
4. Lack of understanding of day-to-day expectations.
5. Lack of understanding and internalization of picture of excellence.

Objectives;

1. Correct the causal factors that have resulted in continued issues in Operations and Engineering performance at Point Beach and barriers to improving plant and personnel performance.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.1	Perform an independent assessment of Point Beach. The assessment was conducted by Nuclear Management Co. and consisted of senior nuclear industry executives			Site VP & ECP	4Q02	17-Jan-03	1Q03	Point Beach Organizational Effectiveness Assessment – PBSA – Site Assessment-03-01

tTrack IDs CA030530

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.2	Conduct stream analysis of 17 problem statements identified by the Organizational Effectiveness Assessment			Site VP & ECP	1Q03	07-Feb-03	1Q03	Stream analysis, which identified the relationships between the 17 issues. Five key drivers were identified as contributing to the problems Point Beach has had in *sustaining performance* improvement. They are: roles and responsibilities, understanding expectations, using the corrective action program effectively, and prioritization of resources and use of the Picture of Excellence and the Excellence Plans to drive sustained performance improvement. Excellence plan Action plan # OR-05-005 and OR-05-008 address the roles and responsibilities and understanding expectations driver, the *corrective action program* action plans are found under the OP-10 section of the operational excellence action plan and Rev. 0 of the excellence plan will become the vehicle the station will use to drive sustained performance improvement.
		tTrack IDs	CA030533					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.3	Site re-organization including new roles for a number of leaders to strengthen the overall organization.			Site VP & ECP	4Q02	22-Jan-03	1Q03	A change management plan was used to change the reporting relationships of some functional organizations and to transition new *leaders into their roles.*
		tTrack IDs	CA030541					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.4	Utilize organizational development consultants to accelerate organizational effectiveness improvements and to drive teamwork and alignment as quickly as possible into the organization			Site VP & ECP	4Q02	28-Jul-03	3Q03	An industry recognized organizational development team has been supporting Point Beach since November 2002. They have provided direct support to the entire management team. Effective June 1, 2003, their support will continue on a one week per month basis.

tTrack IDs CA030542

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.5	Conduct a separate stream analysis of the corrective action program problem statements to enable development of a corrective action program improvement plan			Assessment	1Q03	27-Feb-03	1Q03	A separate stream analysis for the corrective action program was conducted on February 27, 2003. The results of the stream analysis were factored into the Excellence Plan for improving the corrective action program. (OP-10 Series Actions Plans)

tTrack IDs ACE001200

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.6	Conduct interim effectiveness review on *Organizational Effectiveness (6 months after* NMC assessment)			Site VP & ECP	3Q03	01-Aug-03	3Q03	Self-assessment report

tTrack IDs EFR027800

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	5	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-001.7	Conduct effectiveness review of Organizational Effectiveness (12 months after NMC assessment)			Site VP & ECP	1Q04		3Q04	Self-assessment report

tTrack IDs EFR027801

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	5	40	

Pillar of Excellence: OR **Priority** 1 3B 3B **CAP #** 033251 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Management Effectiveness **Plan Status** Open

Action Plan Title: Improve Understanding of Roles and Responsibilities

Action Plan Number: OR-05-005

Problem Statement: A lack of knowledge of site policies and processes contributes to a poor understanding of roles and responsibitlies by some personnel.

Causal Factors:

1 Lack of understanding of key processes and policies.
2 Inadequate reinforcement of expectations.
3 Duplication of efforts between work groups.

Objectives:

1 An indoctrination program is established to ensure new hires are trained on processes and programs.
2 Provide training for the incumbent workforce on processes and programs.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.1	Define the scope of the procedures/processes to be included in the orientation checklist			Site VP & ECP		27-Mar-03	2Q03	See OR-05-005.10.

tTrack IDs CA028709

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.2	Provide briefings for existing supervisors and managers on the procedures/processes that are included in the orientation checklist.			Site VP & ECP		15-Jun-03	3Q03	Documentation of briefings.

tTrack IDs CA030318

Resource	# Persons	Hrs Per Person	Comments
300270 3005	150	2.5	
300270 3009	1	2.5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.3	Conduct analysis to determine which process/procedures (scope) will be included in new employee classroom training.			Training	1Q03	15-Jun-03	2Q03	Documented analysis.

tTrack IDs CA028712

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.4	Present the scope to the Training Oversight Committee for approval			Training	1Q03	02-Sep-03	4Q03	Document approved by TOC that contains the scope of classroom training.

tTrack IDs CA030320

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.5	Conduct gap analysis between existing orientation programs and scope approved by TOC			Training General	2Q03	28-Oct-03	4Q03	Document listing gaps between existing orientation programs and the scope approved by the TOC.

tTrack IDs CA030323

Resource	# Persons	Hrs Per Person	Comments
300130 3005	2	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.6	Develop lesson plans and training materials to address the gap			Training General	4Q03	31-Dec-03	4Q03	Lesson plan created/revised to address the gaps identified in the orientation program.

tTrack IDs CA030324

Resource	# Persons	Hrs Per Person	Comments
300130 3006	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.7	Conduct training needs analysis for existing site groups to identify which portions of the new training will be required for new hires into that group			Training General	2Q03	29-Sep-03	3Q03	A list of training required for new hires for each group.

tTrack IDs CA030325

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	15	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.8	Conduct a training needs analysis for incumbents in each group to determine gaps between old process and new process			Training General	2Q03	25-Nov-03	4Q03	A list of trainees and required training by group

tTrack IDs CA030327

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	15	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.9	As necessary, develop a work-down curve for incumbents to attend gap training for the new process			Training General	4Q03	29-Dec-03	4Q03	Work-down curve created for each group desiring training.

tTrack IDs CA030329

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.10	Revise orientation checklist to remove those items covered in classroom training			Human Resources	1Q04	23-Jan-04	1Q04	Revised checklist.

tTrack IDs CA030331

Resource	# Persons	Hrs Per Person	Comments
300110 3007	1	2	
300130 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.11	Schedule implementation of first classroom session no later than March 2004			Training General	4Q03	02-Mar-04	1Q04	Training schedule created with first session no later than 3/31/04.

tTrack IDs CA030333

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.12	Monitor first implementation and solicit feedback from trainees			Training General	1Q03		2Q04	MOT and Trainee Feedback Summary.

tTrack IDs CA030336

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.13	Evaluate feedback and revise training materials as required.			Training General	2Q04		2Q04	Training materials revised based on feedback.

tTrack IDs CA030337

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-005.14	Perform an Effectiveness Review using employee feedback an an input.			Training General	2Q04		1Q05	Effectiveness Review Report

tTrack IDs EFR030339

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	10	

Pillar of Excellence: OR **Priority** 1 3B 3B **CAP #** 033262 **Plan Type** *Improvement* **Plan Revision No:** 2

Focus Area: Management Effectiveness **Plan Status** In Closure

Action Plan Title: Improve Organizational Alignment and Supervisory/Individual Accountability

Action Plan Number: OR-05-006

Problem Statement: There is a lack of clear understanding by many managers, supervisors, and the workforce regarding expectations for what they need to do to ensure the success of Point Beach. Roles and responsibilities are not well defined.

Causal Factors:

1 Inadequate change management in the past.
2 PBNP standards and performance not keeping pace with industry.
3 KNPP and PBNP leadership merger.
4 Turnover among management level personnel.
5 Management personnel were not effectively integrated into the organization.
6 Key station processes, policies and procedures were not used or reinforced.
7 Leaders have not been able to drive or inculcate lasting change.

Objectives:

1 Improved organizational alignment.
2 Improved supervisory/individual accountability.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.1	Identify target organizations that would benefit from the Team Alignment Process using the organizational development consultants and use this process to improve alignment and understanding of roles and responsibilities.			Site VP & ECP	1Q03	25-Mar-03	2Q03	t-Track update and CAPs to organizations to schedule their team alignment sessions.
		tTrack IDs	CA028707					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.2	Schedule and complete team alignment sessions for targeted organizations.			Site VP & ECP	1Q03	16-May-03	2Q03	CA028707 closed.
		tTrack IDs	CA028707					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.3	Develop action plans, organization charts and PMPs that are aligned to drive fundamentally improved alignment and organizational effectiveness.			Business Procedures	1Q03	30-May-03	2Q03	Initial PMPs have been completed. Revision 0 of the Excellence Plan by 05/30/03.
		tTrack IDs	CA028706					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.4	Evaluate AM 2-18, "New Employee Indoctrination" to ensure that it identifies indoctrination to key station processes that are pertinent for new employees, particularly those in leadership positions. Evaluate AMs and NPs to identify the subset of procedures and policies that new employees must be aware of to improve their understanding of roles and responsibilities. This will ensure that we effectively incorporate new individuals into our organization.			Site VP & ECP	1Q03	25-Mar-03	2Q03	List of AMs and NPs was developed by Site Vice President and provided to Human Resources to update the new employee checklist.
		tTrack IDs	CA028709					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.5	Update new employee checklist.			Human Resources	1Q03	11-Apr-03	2Q03	Updated new employee checklist. Revised AM 2-18 issued on 04/25/03.
		tTrack IDs	CA028710					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.6	Reinforce and monitor that Human Resources requires and management supports use of the protocol in AM 2-18 and the associated "new employee checklist." This action will ensure that new individuals will better understand their roles and responsibilities and expectations. This must be established as an expectation for every new employee who joins Point Beach.			Human Resources	2Q03	15-Apr-03	2Q03	Human Resources has created a process that the Site VP sends a copy of the checklist and expectations to each supervisor prior to a new employee's arrival. The Site VPs EA tracks completion of the checklists for Human Resources.
		tTrack IDs	CA028711					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.7	Identify the critical AMs and NPs that should make the organization function effectively if they were understood and followed by the organization. Use the initial list developed by CATPR 1 above. Identify leaders that are process owners or key process implementers and ensure that they are aware of the source documents and understand their roles and responsibilities in implementation. Evaluate whether training is required for work groups that determine process effectiveness. Use the source documents to drive improved organizational compliance.			Training	1Q03	15-May-03	2Q03	The Training Manager discussed the plan for completion this action and new employee training has been devised that the station will implement in 2004. A separate plan is being developed for this action See CA029815.
		tTrack IDs	CA030371					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.8	Implement POD changes to focus the leadership team and ensure alignment: Establish action register for POD to improve accountability. Split the POD into separate production meetings and a leadership team. POD to drive improved department alignment. Establish review of high risk processes daily. Establish expectation for working CRIPs as soon as possible. Establish Learning Organization attribute model as part of POD. Improve safety focus as part of POD daily. Establish weekly ALARA goals and daily review of exposure to drive improved ALARA accountability. Reinforce use of three-part communications during POD when giving direction.			Plant Manager	1Q03	03-Apr-03	2Q03	These attributes have been incorporated into our daily POD discussions. POD improvements will be implemented as they are recognized. See the standard agenda for the daily POD.
		tTrack IDs	CA030371					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.9	Implement the Prevention/Detection/Correction Model and Learning Organization and Self-Improving culture models as tools to improve alignment and establish new behaviors and roles and responsibilities.			Plant Manager	1Q03	03-Mar-03	3Q03	These models are being used daily during the POD meetings, have been included in the station's 2003 Business Plan. The models are visible in conference rooms on site.
		tTrack IDs	CA030373					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.10	Re-invigorate the Plant Health Committee (PHC) and link to the Project Review Board (PRB)			Plant Manager	1Q03	03-Mar-03	3Q03	Documentation of past Plant Health Committee meetings and meeting schedule.
		tTrack IDs	CA030375					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.11	Change the requirement for management field observations from quarterly to weekly for POD managers to improve presence in the field and drive improved alignment and provide increased opportunities to reinforce expectations. Change the frequency of training observations from 3 per quarter to monthly to spread observations more evenly across the quarter.			Plant Manager	2Q03	04-Apr-03	3Q03	Leadership observations are being performed, tracked and trended on a weekly basis. Training observations are tracked and reported at MRMs.
		tTrack IDs	CA030377					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.12	Revise station mission and vision statements and improve the "picture of excellence" to drive improvement in alignment and roles and responsibilities.			Site VP & ECP	1Q03	03-Mar-03	2Q03	1) Revised mission and focus. 2) Revised mission/focus used on POD coversheets. 3) New signs at plant entrance.
		tTrack IDs	CA030379					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.13	Increase frequency of leadership team meetings to twice a month and separate form KNPP.			Site VP & ECP	1Q03	04-Apr-03	2Q03	The meetings are held every other Wednesday from 3:30 to 5:00 in the Energy Center. The meeting agenda is focused on accomplishments and key topics necessary to drive improvement in alignment and roles and responsibilities with the extended leadership team.
		tTrack IDs	CA030380					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.14	Provide briefings on key topics in accordance with the NPs and AMs evaluated in ACE 1240 to the extended leadership team. This is a specific action to improve organizational alignment and reinforce roles and responsibilities and day-to-day expectations. The following will be presented: How to Obtain Resources (Funds/People), AM 2-21, NMC Staffing Process, NMC CP 0041, Integrated Planning Process, NP 9.6.4, Procurement-General, NMC FP-E-PHC-01, Plant Health, NP 12.2.1, Project Management Process. How to Improve Performance/Make Changes - NMC CP 0026, Change Management, NP 5.3.2, Industry Operating Experience, NP 6.1.3, SAT Overview Procedure Performance Management Guidelines, (NMC Human Resources Web Page) NP 13.1.1, Self-Assessment Program, How to Get Work Done in the Plant, AM 3-15, Work Control Manual.			Site VP & ECP	2Q03	15-Jun-03	2Q03	Leadership Team Presentation materials.
		tTrack IDs	CA030388					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.15	Complete the Point Beach Business Plan and 2003 Excellence Plan rollout to the site.			Business	2Q03	30-May-03	2Q03	The Business Plan and high level list of action plans are being rolled out to the site to be completed by the end of May.
		tTrack IDs	CA030419, CA030431					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.16	Complete mid-year PMPs and provide performance ratings to all NMC employees.			Human Resources	2Q03	28-Jul-03	3Q03	Completed PMPs provided to Human Resources and feedback to Site VP that PMPs have been completed.

tTrack IDs CA030394

Resource	# Persons	Hrs Per Person	Comments
300270 3009	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.17	Complete mid-year Performance Improvement Plans (PIPs) for all "C" level performers.			Human Resources	2Q03	12-Aug-03	3Q03	Completed PIPs will be provided to Human Resources and feedback to Site VP will be provided.

tTrack IDs CA030396

Resource	# Persons	Hrs Per Person	Comments
300110 3009	0	0	
300270 3009	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.18	Perform self assessment to evaluate organizational effectiveness.			Site VP & ECP		01-Aug-03	3Q03	Effectiveness review report.

tTrack IDs EFR027800

Resource	# Persons	Hrs Per Person	Comments
300110 3009	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.19	Complete survey of new employees and obtain feedback on use of checklist and process effectiveness.			Human Resources		21-Jul-03	3Q03	Completed survey.

tTrack IDs CA031645

Resource	# Persons	Hrs Per Person	Comments
300110 3009	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.20	Perform communications survey in July to determine effectiveness of internalizing roles and responsibilities, excellence plans and organizational effectiveness.			Communications	3Q03	31-Jul-03	3Q03	Completed survey.

tTrack IDs CA031646

Resource	# Persons	Hrs Per Person	Comments
300390 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.21	Perform communciations survey in September to determine effectiveness of internalizing roles and responsibilities, excellence plans and organizational effectiveness.			Communications	3Q03	18-Sep-03	3Q03	No deliverable required. Per conversations with SVP and Plant Manager, survey was not issued in September.

tTrack IDs CA031647

Resource	# Persons	Hrs Per Person	Comments
300390 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-006.22	Perform communications survey in November to determine effectiveness of internalizing roles and responsibitlies, excellence plans, and organizational effectiveness.			Communications	4Q03	24-Nov-03	4Q03	Completed survey.

tTrack IDs CA031648

Resource	# Persons	Hrs Per Person	Comments
300390 3005	2	20	

Pillar of Excellence: OR **Priority** 2 3B 3B **CAP #** 033847 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Management Effectiveness **Plan Status** Open

Action Plan Title: Maintenance Organizational Effectiveness

Action Plan Number: OR-05-007

Problem Statement: Sustainable performance improvement has not been realized within the Maintenance Department.

Causal Factors;

1 The infrastructure to ensure sustained improvement was less than adequate, and was exacerbated by the turnover of Maintenance supervision.

Objectives;

1 Maintenance team alignment.
2 Common set of Maintenance goals.
3 Common set of Maintenance expectations.
4 Conduct of Maintenance document.
5 Maintenance organization that shares support of Emergency Planning.
6 Maintenance leadership team that possesses the necessary skills.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.1	Maintenance Team Alignment.			Maintenance	2Q03	05-Dec-03	1Q04	No deliverable required. This is a high level step to capture all action steps associated with Maintenance Team Alignment.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.1.A	Prepare a Maintenance Team Alignment Process Plan that identifies the actions and schedule for Maintenance Team Alignment.			Maintenance	2Q03	08-Jul-03	3Q03	Maintenance Team Alignment Process Plan issued.

tTrack IDs CA029427

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.1.B	Begin implementation of the Maintenance Team Alignment Process Plan.			Maintenance	2Q03	18-Aug-03	3Q03	Phase I Team Alignment Meeting materials, attendance sheets and recommendations.

tTrack IDs CA031659

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	4	
300050 3009	2	4	
300060 3005	1	4	
300100 3005	1	4	
300300 3005	1	4	
300320 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.1.C	Complete implementation of the Maintenance Team Alignment Process Plan.			Maintenance	2Q03	05-Dec-03	1Q04	Completed Maintenance Team Alignment Process Plan.

tTrack IDs CA031660

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	10	
300050 3009	2	20	
300060 3005	1	10	
300100 3005	1	10	
300300 3005	1	10	
300320 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.2	Maintenance Department Goals.			Maintenance	2Q03	17-Nov-03	4Q03	No deliverable required. This is a high level step to capture all action steps associated with Maintenance Department Goals.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.2.A	Review Maintenance Departmental Goals and Performance Indicators.			Maintenance	2Q03	18-Aug-03	3Q03	Documented review.

tTrack IDs CA031661

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	2	
300050 3009	1	6	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.2.B	Refine Maintenance Departmental Goals and Performance Indicators.			Maintenance Programs & Facilities	3Q03	26-Aug-03	3Q03	Documented meeting minutes with Maintenace Manager approving proposed changes.

tTrack IDs CA031662

Resource	# Persons	Hrs Per Person	Comments
300060 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.2.C	Provide copies of Maintenance Department Goals and Performance Indicators to Maintenance Personnel			Maintenance	3Q03	18-Sep-03	3Q03	Copy of forwarding e-mail including summary statement of review conducted under Action Step OR-05-007.2.A.

tTrack IDs CA031663

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	3	
300050 3009	2	2	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.2.D	Implement revised Maintenance Departmental Goals and Performance Indicators.			Maintenance	3Q03	17-Nov-03	4Q03	Revised performance indicators.

tTrack IDs CA031664

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3	Maintenance Expectations.			Maintenance	2Q03	08-Jan-04	1Q04	No deliverable required. This is a high level step to capture all action steps associated with Maintenance Expectations.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.A	Meet with Maintenance General Supervisors to review Maintenance Performance Principles Handbook, Team Alignment Process, and Site Picture of Excellence and obtain their acceptance.			Maintenance	2Q03	10-Jul-03	3Q03	Phase I Team Alignment Meeting minutes.

tTrack IDs CA031667

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	4	
300050 3009	1	4	
300060 3005	1	4	
300100 3005	1	4	
300300 3005	1	4	
300320 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.B	Meet with IBEW Local 2150 Leadership to obtain their buy-in to Maintenance Performance Principles Handbook revision.			Maintenance	2Q03	10-Jul-03	3Q03	Meeting Minutes.

tTrack IDs CA031670

Resource	# Persons	Hrs Per Person	Comments
655LMECH	2	2	
300050 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.C	Review Maintenance Performance Principles Handbook with Maintenance Supervisors to obtain their input and buy-in.			Maintenance	2Q03	29-Jul-03	3Q03	Team Alignment Meeting minutes.

tTrack IDs CA031671

Resource	# Persons	Hrs Per Person	Comments
300050 3009	6	4	
300060 3005	2	4	
300100 3005	6	4	
300300 3005	6	4	
300310 3005	6	4	
300320 3005	6	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.D	Review Maintenance Performance Principles Handbook with Maintenance Leads and Craft to obtain their input and buy-in.			Maintenance	3Q03	04-Aug-03	3Q03	Meeting minutes and briefing attendance sheets.

tTrack IDs CA031672

Resource	# Persons	Hrs Per Person	Comments
625LCLER	1	2	
655LCLER	3	2	
655LCUST	8	2	
655LELEC	25	2	
655LINST	25	2	
655LMECH	25	2	
655LSTOR	4	2	
300050 3005	2	2	
300050 3008	15	2	
300050 3009	2	2	
300060 3005	2	2	
300300 3005	6	2	
300310 3005	6	2	
300320 3005	6	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.E	Make final adjustments to Maintenance Expectations Handbook.			Maintenance	3Q03	08-Aug-03	3Q03	Copy of document sent to be published.

tTrack IDs CA031673

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.F	Publish Maintenance Expectations Handbook.			Maintenance	3Q03	23-Sep-03	3Q03	Published handbook.

tTrack IDs CA031674

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.G	Conduct a Maintenance self assessment to identify barriers to increasing Supervisory Field presence.			Maintenance	3Q03	08-Jan-04	1Q04	Self Assessment report.

tTrack IDs CA031675

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.3.H	Develop and rollout a "Roles and Responsibilities Matrix" for Maintenance personnel.			Maintenance	3Q03	08-Jan-04	1Q04	Issued matrix.

tTrack IDs CA031677

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4	Conduct of Maintenance Manual.			Maintenance	3Q03	10-Dec-03	4Q03	No deliverable required. This is a high level step to capture all action steps associated with Conduct of Maintenance Manual.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4.A	Assemble industry information and references related to the Conduct of Maintenance.			Maintenance	3Q03	26-Aug-03	3Q03	List of assembled information.

tTrack IDs CA031678

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4.B	Prepare outline and rough draft of Conduct of Maintenance Manual.			Maintenance	3Q03	24-Sep-03	3Q03	Copy of outline and rough draft.

tTrack IDs CA031681

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4.C	Review and incorporate comments into rough draft Conduct of Maintenance Manual.			Maintenance	3Q03	20-Oct-03	4Q03	Copy of final draft.

tTrack IDs CA031682

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	6	
300050 3009	2	6	
300060 3005	1	6	
300100 3005	1	6	
300300 3005	1	6	
300320 3005	1	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4.D	Final review of Conduct of Maintenance Manual.			Maintenance	3Q03	26-Nov-03	4Q03	Conduct of Maintenance Manual approved.

tTrack IDs CA031683

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	2	
300050 3009	2	2	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4.E	Develop a change management plan for the Conduct of Maintenance Manual.			Maintenance	3Q03	14-Nov-03	4Q03	Change management plan. (Note - this does not require a formal plan as described in CP 0026).

tTrack IDs CA031684

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.4.F	Implement Conduct of Maintenance Manual.			Maintenance	4Q03	10-Dec-03	4Q03	Issued Condcut of Maintenance Manual and completed change management plan.

tTrack IDs CA031686

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	2	
300050 3009	2	2	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.5	Maintenance Emergency Planning.			Maintenance	3Q03	29-Jan-04	1Q04	No deliverable required. This is a high level step to capture all action steps associated with Maintenance Emergency Planning.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.5.A	Determine which Maintenance personnel will be assigned to which ERO position.			Maintenance	3Q03	13-Aug-03	3Q03	List of Maintenance personnel assigned ERO positions.

tTrack IDs CA031687

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	2	
300050 3009	2	2	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.5.B	Develop an ERO Training and Qualification Schedule for applicable Maintenance personnel.			Maintenance	3Q03	20-Jan-04	1Q04	Training and Qualification Schedule.

tTrack IDs CA031688

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.5.C	Develop and implement a Maintenance ERO Training and qualification indicator.			Maintenance	3Q03	29-Jan-04	1Q04	Maintenance ERO Training and Qualification performance indicator.

tTrack IDs CA031689

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.6	Maintenance Leadership Development.			Maintenance	2Q03		4Q04	No deliverable required. This is a high level step to capture all action steps associated with Maintenance Leadership Development.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.6.A	Schedule Training for applicable Maintenance personnel.			Maintenance	2Q03	29-Sep-03	4Q03	Training schedule.

tTrack IDs CA031690

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.6.B	Applicable Maintenance personnel complete training.			Maintenance	2Q03		4Q04	Completion report of training for Maintenance management personnel onboard prior to 10/1/03. Personnel beginning leadership development training after that date will have specific assigned dates.

tTrack IDs CA031691

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	10	Resource estimate is for report generation and tracking. It does not include training time.

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.7	Perform an interim effectiveness review.			Maintenance	2Q04		2Q04	Effectiveness review report.

tTrack IDs EFR031692

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	2	
300050 3009	2	10	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-007.8	Perform an effectiveness review.			Maintenance	2Q05		2Q05	Effectiveness review report.

tTrack IDs EFR031693

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	2	
300050 3009	2	10	
300060 3005	1	2	
300100 3005	1	2	
300300 3005	1	2	
300320 3005	1	2	

Pillar of Excellence: OR **Priority** 1 3B 3B **CAP #** 053962 **Plan Type** Commitment **Plan Revision No:** 0

Focus Area: Management Effectiveness **Plan Status** Open

Action Plan Title: AFW Root Cause Evaluation (RCE) Corrective Actions

Action Plan Number: OR-05-008

Problem Statement: Corrective actions from AFW RCE's 069 rev 1, 191 rev 1, and 202 must be effective and completed in a timely manner to improve PBNP's regulatory standing.

Causal Factors:

1 Loss of design and configuration control of the AFW system was the major contributor to PBNP being classified in column 4 of the NRC action matrix.

Objectives:

1 The Auxiliary Feedwater Root Cause Evaluation corrective actions are complete and correct the root causes and contributing causes identified in the RCEs.

Action Steps:

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-008.1	Assign a management lead for performing an effectiveness review of corrective actions from the 3 AFW RCEs and AFW issues identified in the NRC 95-003 Suppemental Inspection Report, dated February 4, 2004.			Engineering Processes	1Q04	01-Mar-04	1Q04	Name of management lead.

tTrack IDs CA055857

Resource	# Persons	Hrs Per Person	Comments
300160 3009	1	1	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-008.2	Develop an effectiveness review plan and schedule.			Engineering Processes	2Q04		2Q04	Plan and schedule for effectiveness review.

tTrack IDs CA055859

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	32	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-008.3	Establish a cross functional team to perform the effectiveness review.			Engineering Processes	2Q04		2Q04	List of team members.

tTrack IDs CA055860

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-008.4	Perform interim effectiveness review.			Engineering Processes	3Q04		3Q04	Interim effectiveness review report.

tTrack IDs EFR055861

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	60	NMC Support.
300160 3005	1	60	
300170 3004	2	60	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-05-008.5	Perform final effectiveness review to address corrective actions remaining after completing the interim effectiveness review.			Engineering Processes	1Q05		2Q05	Final effectiveness review report.

tTrack IDs EFR055862

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	60	NMC Support.
300160 3005	1	60	
300170 3004	1	60	

Pillar of Excellence: OR **Priority** 2 5B 5B **CAP #** 033278 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Business **Plan Status** Open

Action Plan Title: Five Year Strategic Planning Process

Action Plan Number: OR-06-001

Problem Statement: The Strategic Planning Process has not been integrated to assure that budgets are consistent with proposed major projects and station initiatives such that station management can effectively use this process to accurately predict future costs and planned work activities.

Causal Factors;

1 Minimal line management involvement in the strategic planning process results in lack of ownership of the results.

2 Lack of line ownership has led to the inability to predict future cost and effectively plan future work.

Objectives:

1 Implement a strategic planning process that ensures linkage between station initiatives, major projects, and the budget.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-001.1	Gather data for updating business plan.			Business Procedures	3Q03	23-Dec-03	4Q03	2004 Budget information, 2004-08 major projects list

tTrack IDs CA030467

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	8	
300020 3009	1	8	
300030 3009	1	8	
300040 3009	1	8	
300050 3009	1	8	
300110 3009	1	8	
300130 3005	1	8	
300140 3005	1	8	
300150 3009	1	8	
300160 3009	1	8	
300170 3009	1	8	
300180 3009	1	8	
300200 3005	1	8	
300210 3009	1	40	
300220 3009	1	8	
300240 3009	1	8	
300280 3009	1	8	

300290 3005	1	8	
300330 3005	1	8	
300350 3005	1	8	
300360 3009	1	8	
300370 3009	1	8	
300380 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-001.2	Develop 2004-2008 business plan draft			Business Procedures	1Q03		2Q04	2004-08 Draft Business Plan

tTrack IDs CA030468

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-001.3	Publish 2004 - 2008 business plan			Business Procedures	1Q04		2Q04	Final printed copy of 2004-2008 business plan

tTrack IDs CA030469

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-001.4	Rollout 2004-2008 business plan to PBNP site personnel			Business Procedures	2Q04		2Q04	Completed Information Sharing sheets for each group

tTrack IDs CA030470

Resource	# Persons	Hrs Per Person	Comments
663LCLER	1	8	
300010 3009	1	3	
300020 3009	1	5	
300030 3009	1	2	
300040 3009	1	1	
300050 3009	1	5	
300110 3009	1	1	
300130 3005	1	1	
300140 3005	1	1	
300150 3009	1	1	
300160 3009	1	1	
300170 3009	1	3	
300180 3009	1	1	
300200 3005	1	1	
300210 3009	1	16	
300220 3009	1	1	
300240 3009	1	1	
300280 3009	1	1	
300290 3005	1	1	
300350 3005	1	3	
300360 3009	1	1	
300380 3009	1	3	

Pillar of Excellence: OR **Priority** 1 3B 3B **CAP #** 033272 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Business **Plan Status** In Closure

Action Plan Title: 2003 Business Plan and Excellence Plan Rollout

Action Plan Number: OR-06-002

Problem Statement: Previous Business Plans and Excellence Plans have not been effectively implemented to assure station alignment and produce sustainable improved performance.

Causal Factors:

1 Previous rollouts were treated as directed tasks rather than as tools to engage the work force to improve overall performance.

2 Lack of line ownership integration and buy-in to previous plans resulted in "silo based plans".

Objectives:

1 Make employees aware of their roles and responsibilities associated with the Excellence Plan and Business Plan.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.1	Present overview of 2003 Business Plan and Excellence Plan to PBNP Leadership Team			Business Procedures		14-Apr-03	3Q03	Leadership Team Meeting presentation.
		tTrack IDs	CA030405					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.2	Present overview of 2003 Business Plan and Excellence Plan to all station personnel			Business Procedures		23-Apr-03	3Q03	All Hands Meeting presentation.
		tTrack IDs	CA030407					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.3	Publish 2003-2007 Business Plan			Business Procedures		17-Apr-03	3Q03	Copy of 2003-2007 Business Plan.
		tTrack IDs	CA030410					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.4	Develop talking points for Managers/Supervisors to use in rolling out Business Plans to their Groups			Business Procedures		05-May-03	3Q03	NPM 2003-0312
		tTrack IDs	CA030417					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.5	Communicate rollout via NMC Today to all site personnel			Business Procedures		08-May-03	3Q03	NMC Today articles for May 1 and May 8 editions.
		tTrack IDs	CA030418					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.6	Managers/Supervisors rollout Business Plan to group personnel			Business Procedures	2Q03	16-Jul-03	3Q03	Documentation of Information Sharing Sheets.

tTrack IDs CA030419

Resource	# Persons	Hrs Per Person	Comments
663LCLER	1	8	
300010 3009	1	3	
300020 3009	1	5	
300030 3009	1	2	
300040 3009	1	1	
300050 3009	1	5	
300110 3009	1	1	
300130 3005	1	1	
300140 3005	1	1	
300150 3009	1	1	
300160 3009	1	1	
300170 3009	1	3	
300180 3009	1	1	
300200 3005	1	1	
300210 3009	1	1	
300220 3009	1	1	
300240 3009	1	1	
300280 3009	1	1	
300290 3005	1	1	
300330 3005	1	1	
300350 3005	1	3	
300360 3009	1	1	
300370 3009	1	1	
300380 3009	1	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.7	Make the 2003-2007 Business Plan available via a web link			Communications		19-May-03	3Q03	Web Link established - document viewable from KPB homepage.

tTrack IDs CA030423

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.8	Complete Excellence Plan Rev 0 Prioritization and Resources			Business Procedures	2Q03	13-May-03	3Q03	Excellence Plan Revision 0.

tTrack IDs CA030424

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	3	
300210 3009	1	11	
300270 3009	2	5	
300320 3005	1	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.9	Issue the PBNP Excellence Plan Revision 0			Business Procedures	2Q03	30-May-03	3Q03	PBNP Excellence Plan

tTrack IDs CA030426

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	50	
300210 3009	1	72	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-002.10	Department Managers roll out Excellence Plan to department personnel			Business Procedures	2Q03	27-Jul-03	3Q03	Documentation of Information Sharing Sheets.

tTrack IDs CA030431

Resource	# Persons	Hrs Per Person	Comments
663LCLER	1	8	
300010 3009	1	3	
300020 3009	1	5	
300030 3009	1	2	
300040 3009	1	1	
300050 3009	1	5	
300110 3009	1	1	
300130 3005	1	1	
300140 3005	1	1	
300150 3009	1	1	
300160 3009	1	1	
300170 3009	1	3	
300180 3009	1	1	
300200 3005	1	1	
300210 3009	1	1	
300220 3009	1	1	
300240 3009	1	1	
300280 3009	1	1	
300290 3005	1	1	
300330 3005	1	1	
300350 3005	1	3	
300360 3009	1	1	
300370 3009	1	1	
300380 3009	1	3	

Pillar of Excellence: OR **Priority** 2 5B 5B **CAP #** 033298 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: Business **Plan Status** Open

Action Plan Title: Project Management Improvement

Action Plan Number: OR-06-003

Problem Statement: Several major projects have exceeded their budgets and schedules.

Causal Factors:

1 Significant financial impacts to the plant asset owner.

2 Delayed or challenged the resolution of important plant issues.

Objectives:

1 Project teams consistently deliver projects on schedule and within budget.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.1	Review study and design phase estimates of major projects in process to determine accuracy, using appropriate tools/resources.			Business	2Q03	20-Aug-03	3Q03	Documented review

tTrack IDs CA030471

Resource	# Persons	Hrs Per Person	Comments
300370 3005	8	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.2	Develop recovery plans for at-risk projects identified during performance of Step 1.			Business	2Q03	22-Oct-03	4Q03	Recovery plans for at risk projects

tTrack IDs CA030472

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	12	
300370 3005	4	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.3	Develop generic project performance indicators that are predictive in nature.			Business	2Q03	06-Nov-03	4Q03	Performance indicator(s)

tTrack IDs CA030473

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	12	
300370 3005	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.4	Provide project managers briefing on techniques and tools related to scoping and estimating.			Business	2Q03	21-Aug-03	3Q03	Briefing sheets and information presented.

tTrack IDs CA030474

Resource	# Persons	Hrs Per Person	Comments
300270 3009	2	12	
300370 3005	8	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.5	Fill the Manager of Projects vacancy			Business	2Q03	29-Jul-03	3Q03	Documentation of named Manager.

tTrack IDs CA030475

Resource	# Persons	Hrs Per Person	Comments
300270 3009	4	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.6	Develop a Project Manager qualification document			Business	2Q03	21-Aug-03	3Q03	Qualification document

tTrack IDs CA030476

Resource	# Persons	Hrs Per Person	Comments
300130 3005	2	8	
300270 3009	1	4	
300370 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.7	Review and revise, if appropriate, PMG-003, Project Estimating, and its supporting forms/checklists.			Business	2Q03	21-Aug-03	3Q03	Documented review or revised PMG-003 and/or checklists/forms.

tTrack IDs CA030477

Resource	# Persons	Hrs Per Person	Comments
300370 3005	2	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.8	Brief site leaders on the Project Approval process, including roles and responsibilities of Project Manager, Project Sponsor, and project team members.			Business		28-May-03	3Q03	Completed presentation; signed briefing sheets.

tTrack IDs CA030478

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-003.9	Perform an effectiveness review.			Business	4Q03		2Q04	Effectiveness review report.

tTrack IDs EFR030479

Resource	# Persons	Hrs Per Person	Comments
300270 3009	2	12	
300370 3009	2	12	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 051931 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Business **Plan Status** Open

Action Plan Title: Change Management Process Improvements

Action Plan Number: OR-06-006

Problem Statement: Inconsistent change management techniques have been used when evaluating and implementing changes at Point Beach.

Causal Factors:

1 Lack of clear guidance for when change management techniques should be used.
2 No single site-wide process exists for evaluating and managing changes.
3 Some personnel implementing changes are unaware of the tools available to evaluate and manage changes.

Objectives:

1 Establish clear guidance for evaluating changes for application of change management techniques.
2 Establish a site wide process for managing and implementing changes including effectiveness reviews, as appropriate.
3 Familiarize personnel responsible for implementing changes on the tools available to manage changes.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.1	Draft framework for evaluating changes to determine change management rigor required.			Business Procedures	4Q03	11-Dec-03	4Q03	Draft matrix provided to Leadership Team for review.

tTrack IDs CA053985

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.2	Draft site-wide procedure for managing change.			Business Procedures	4Q03	17-Dec-03	4Q03	Draft procedure provided to Leadership Team for review.

tTrack IDs CA053986

Resource	# Persons	Hrs Per Person	Comments
300210 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.3	Incorporate comments received into draft procedure.			Business Procedures	4Q03	08-Jan-04	1Q04	Revised draft procedure.

tTrack IDs CA053987

Resource	# Persons	Hrs Per Person	Comments
300210 3004	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.4	Brief Leadership Team on procedural requirements for change management process.			Business Procedures	1Q04	26-Jan-04	1Q04	Briefing material and Information Sharing Sheets.

tTrack IDs CA053988

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.5	Develop briefing material for tools available on managing change.			Training	1Q04	23-Feb-04	1Q04	Briefing material developed.

tTrack IDs CA053989

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.6	Complete briefings for tools available.			Business Procedures	1Q04		1Q04	Documentation of briefings.

tTrack IDs CA053990

Resource	# Persons	Hrs Per Person	Comments
300010 3009	1	5	
300020 3009	1	5	
300030 3009	1	5	
300040 3009	1	5	
300050 3009	1	5	
300110 3007	1	5	
300150 3009	1	5	
300160 3009	1	5	
300170 3009	1	5	
300180 3009	1	5	
300210 3009	1	5	
300220 3009	1	5	
300240 3009	1	5	
300280 3009	1	5	
300360 3009	1	5	
300370 3009	1	5	
300380 3009	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.7	Implement site-wide process for managing change.			Business Procedures	1Q04		1Q04	Issued procedure.

tTrack IDs CA053991

Resource	# Persons	Hrs Per Person	Comments
300210 3004	1	20	
300210 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-06-006.8	Perform effectiveness review.			Business Procedures	4Q04		4Q04	Completed effectiveness review.

tTrack IDs EFR0539992

Resource	# Persons	Hrs Per Person	Comments
300210 3004	3	40	

Pillar of Excellence: OR **Priority** 1 3A 3B **CAP #** 033306 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: SOER 02-04 **Plan Status** Open

Action Plan Title: SOER 02-04 Recommendation #1

Action Plan Number: OR-07-001

Problem Statement: The lessons learned as a result of the Davis-Besse event need to be communicated throughout the PBNP organization to provide personnel with an awareness of the event and its potential applicability to PBNP.

Causal Factors:

1 The lessons learned from Davis-Besse have been provided to the industry and need to be disseminated to the plant.

Objectives:

1 Develop and implement a plan for communicating to the plant staff the lessons learned from Davis-Besse.
2 Develop and administer training to the current plant staff.
3 Develop and implement initial and continuing employee training on Davis-Besse lessons learned.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.1	Create a videotape of senior managers discussing the significance of the Davis Besse event.			Training Maintenance	4Q02	07-Feb-03	2Q03	Documentation of videotape being complete.
		tTrack IDs	CA030512					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.2	Schedule SOER 02-04 training for all Supervisors and above.			Training	4Q02	20-Jan-03	2Q03	Supervisors and above scheduled for training.
		tTrack IDs	CA030513					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.3	Develop Lesson Plan to meet SOER 02-04, Recommendation 1.			Training	4Q02	10-Feb-03	2Q03	Lesson Plan
		tTrack IDs	CA030514					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.4	Schedule SOER 02-04 training for remaining plant staff.			Training	1Q03	07-Mar-03	2Q03	Training attendance report

tTrack IDs CA030515

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.5	Conduct SOER 02-04 training for supervisors and above.			Training	1Q03	17-Feb-03	2Q03	Training attendance report

tTrack IDs CA030516

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.6	Conduct SOER 02-04 training for remaining plant staff.			Training	1Q03	13-Jun-03	2Q03	Training attendance report.

tTrack IDs CA030517

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.7	Ensure SOER 02-04 initial training added to Fleet Leadership Development (LD) program			Training	2Q03	11-Dec-03	4Q03	Revised Fleet LD program that includes initial training.

tTrack IDs CA030518

Resource	# Persons	Hrs Per Person	Comments
300130 3006	3	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.8	Plan continuing training for the LD program (SOER 02-04, Rec. #3)			Training	4Q04		4Q04	Training schedule for LD program continuing training

tTrack IDs CA030519

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.9	Develop and conduct continuing training for LD program			Training	1Q05		2Q05	Training attendance report.

tTrack IDs CA030520

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	40	
300270 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-001.10	Institutionalize the timeliness of the completion of SOER 02-04 recommendation #1 training currently in NLD-02-L019H, Conservative Decision Making for newly hired managers and supervisors.			Training	1Q04		2Q04	Revised Leadership Development Training Program description.

tTrack IDs CA055930

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	8	

Pillar of Excellence: OR **Priority** 1 3A 3B **CAP #** 033309 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: SOER 02-04 **Plan Status** In Closure

Action Plan Title: SOER 02-04 Recommendation #2

Action Plan Number: OR-07-002

Problem Statement: An assessment should be performed to determine whether there is an appropriate focus on nuclear safety at PBNP.

Causal Factors:

1 Industry experience resulting from the Davis-Besse event should be assessed to determine whether the management and oversight breakdown that occurred at Davis-Besse could be applicable to PBNP.

Objectives:

1 Completed assessment reports.
2 Completed evaluations of data acquired by assessments.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.1	Review SOER 02-04 recommendation #2 requirements.			Training		07-Jan-03	2Q03	Document completed review.
		tTrack IDs	CA030523					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.2	Review "Comparison of Davis-Besse Event Reports from INPO and NRC".			Training		07-Jan-03	2Q03	Document completed review.
		tTrack IDs	CA030524					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.3	Review 2002 PB and KPB self-assessment reports			Training		07-Jan-03	2Q03	Document completed review.
		tTrack IDs	CA030525					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.4	Present PB SOER 20-04 panel with list of recommended assessment activities for inclusion in addressing SOER 02-04 recommendation #2.			Training		07-Jan-03	2Q03	List of recommendations provided to SOER 02-04 panel for consideration or action.
		tTrack IDs	CA030526					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.5	Identify gaps between goals and completed PB assessment activities appropriate for inclusion.			Training		07-Jan-03	2Q03	Document completed work.
		tTrack IDs	CA030527					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.6	Present PB SOER 02-04 panel with gaps between goals and completed PB assessment activities appropriate for inclusion.			Training		07-Jan-03	2Q03	List of gaps between goals and completed PB assessments provided to SOER 02-04 panel
		tTrack IDs	CA030529					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.7	Incorporate gaps identified in Step OR-07-002.6 into the NMC organizational effectiveness review charter.			Site VP & ECP		08-Jan-03	2Q03	Revised NMC organizational effectiveness review charter
		tTrack IDs	CA030530					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.8	Conduct organizational effectiveness review at Point Beach			Site VP & ECP		31-Jan-03	2Q03	Assessment notes
		tTrack IDs	CA030530					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.9	Communicate results of organizational effectiveness review to PB personnel			Site VP & ECP		20-Jan-03	2Q03	Organizational effectiveness review results communicated to PB personnel via various means (newsletter article, discussion at plant meetings).
		tTrack IDs	CA030531					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.10	Generate organizational effectiveness review report			Site VP & ECP		11-Feb-03	2Q03	Assessment report
		tTrack IDs	CA030530					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.11	Compile findings from the organizational effectiveness review and the previously completed assessment activities			Performance Assessment		31-Jan-03	2Q03	Stream analysis notebook
		tTrack IDs	CA030532					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.12	Conduct stream analysis			Assessment		07-Feb-03	2Q03	Completed Stream Analysis report
		tTrack IDs	CA030533					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.13	Input major drivers into the PB corrective action program			Performance Assessment		10-Feb-03	2Q03	CAP and action items initiated for each of the major drivers
		tTrack IDs	CA030534					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.14	Generate Integrated SOER 02-04 Recommendation #2 Self-Assessment Report			Performance Assessment		25-Feb-03	2Q03	Self-assessment report completed for SOER 02-04 Rec #2
		tTrack IDs	CA030535					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.15	Communicate results of stream analysis and overall SOER 02-04 Recommendation #2 Self-Assessment.			Site VP & ECP		28-Feb-03	2Q03	Results communicated to PB personnel via various means (newsletter article, discussion at plant meetings).
		tTrack IDs	CA030536					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.16	Determine number and scope of Root Cause Evaluation(s) to initiate from Stream Analysis.			Performance Assessment		04-Feb-03	2Q03	RCE action items initiated in PB Corrective Action Program
		tTrack IDs	CA030537					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.17	Assign resources to conduct Root Cause Evaluation(s)			Assessment		04-Feb-03	2Q03	RCE team(s) assigned
		tTrack IDs	CA030537					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.18	Conduct Root Cause Evaluation revision associated with lack of bias toward action.			Engineering	3Q03	23-Jul-03	3Q03	RCE199 revision approved.

tTrack IDs RCE000199

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	16	
300160 3005	1	8	
300160 3009	2	4	
300380 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.19	Determine scope of Apparent Cause Evaluation(s) from Stream Analysis			Performance Assessment		04-Feb-03	2Q03	ACE(s) scope

tTrack IDs ACE001185, ACE001186, ACE001187, ACE001188, ACE001189, ACE001190, ACE001191, ACE001192, ACE001193, ACE001199, ACE001200, ACE001240

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.20	Assign resources to Apparent Cause Evaluation(s) from Stream Analysis			Assessment		04-Feb-03	2Q03	ACE assignment(s) made in PB Corrective Action Program

tTrack IDs ACE001185, ACE001186, ACE001187, ACE001188, ACE001189, ACE001190, ACE001191, ACE001192, ACE001193, ACE001199, ACE001200, ACE001240

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-002.21	Conduct Apparent Cause Evaluation(s) from Stream Analysis.			Plant Manager		04-Apr-03	2Q03	Completed ACE(s)

tTrack IDs ACE001185, ACE001186, ACE001188, ACE001189, ACE001190, ACE001191, ACE001192, ACE001193, ACE001199, ACE001200, ACE001240, ACE001187

Pillar of Excellence: OR **Priority** 1 1A 1A **CAP #** 033319 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: SOER 02-04 **Plan Status** Open

Action Plan Title: Implement Action Plan for Davis Besse Event, SOER 02-04, Rec. 3

Action Plan Number: OR-07-003

Problem Statement: There is industry experience that indicates some licensees may be allowing safety significant conditions to remain unresolved. This industry experience should be thoroughly investigated at PBNP.

Causal Factors:

1 SOER 02-04 Rec.3 indicates the need for Licensees to review for abnormal or unexplained long standing equipment issues.

2 SOER 02-04 Rec.3 warrants that Licensees identify, effectively prioritize and manage equipment issues.

Objectives:

1 Identify and document issues at PBNP that may be within the scope of SOER 02-04, Recommendation #3.

2 Upgrade communication and tracking tools to allow improved management of significant issues.

3 Evaluate the worst case outcomes of the conditions identified as being significant, both individually and in aggregate.

4 Implement a method for resolving safety significant issues identified during SOER 02-04 Rec.3 review.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.1	Kickoff meeting with stakeholders			Engineering Programs Inspection Services		22-Jan-03	2Q03	Kickoff meeting conducted
		tTrack IDs	CA030551					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.2	Identify abnormal or degraded conditions and indications			Engineering Programs Inspection Services		08-Mar-03	2Q03	Report identifying issues needing followup. CAPs to be submitted to track issue resolution.
		tTrack IDs	CA030551					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.3	Identify industry issues that were not adequately reviewed or are overdue for review			Engineering Processes		15-Apr-03	2Q03	Report identifying issues needing followup. CAPs submitted to track issue resolution

tTrack IDs CA030553

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.4	Conduct Focus Group debrief.			Site VP & ECP		29-Apr-03	2Q03	Meeting presentation.

tTrack IDs CA030555

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.5	Create or upgrade existing communication and tracking tools to keep track of the issues and progress in correcting the issues.			Business I/T Support & Infrastructures	1Q03	18-Sep-03	3Q03	1) Project plan for communication and tracking tools. 2) Upgraded communication tool per project plan.

tTrack IDs CA030556

Resource	# Persons	Hrs Per Person	Comments
300220 3008	3	260	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.6	Evaluate conditions and indications which have been identified as safety significant and need expedited evaluations			Engineering		27-Apr-03	2Q03	Completed ACEs for nine issues identified.

tTrack IDs CA030559

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.7	Prioritize issues and ensure station resources are properly allocated to address the higher priority safety significant issues			Operations	1Q03	17-Jul-03	3Q03	Documented prioritization list.

tTrack IDs CA030562

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	16	
300270 3009	4	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.8	Conduct Aggregate Review of conditions and indications which together could have safety significance			Engineering Programs	2Q03	27-Jun-03	2Q03	1. Report summarizing the results of the aggregate review. 2. CAPs as required to document adverse conditions identified in review.

tTrack IDs CA030566

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.9	Identify process weaknesses, which interfere with proper identification, prioritization and management of safety significant issues.			Plant Manager		22-May-03	2Q03	Process weaknesses identified will be documented in a CAP and processed accordingly.

tTrack IDs CA030569

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.10	Develop equipment root cause evaluation tools for engineering personnel			Engineering Processes	1Q03	13-Jun-03	2Q03	Training Records.

tTrack IDs CA030570

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.11	Conduct a self assessment of safety significant corrective action items completed over the last two years			Nuclear Oversight	1Q03	14-Jul-03	3Q03	Self assessment report.

tTrack IDs CA030571

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	80	
300140 3007	4	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.12	Conduct self assessment of implementation of SOER 02-04 Recommendations 1, 2 and 3			Nuclear Oversight	3Q03	29-Aug-03	3Q03	Self assessment report.

tTrack IDs CA030572

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	80	
300140 3007	4	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.13	Conduct an effectiveness review of action plans for Recommendations #1, #2 and #3 six months after implementation.			Nuclear Oversight	4Q03	30-Jan-04	1Q04	Effectiveness review report.

tTrack IDs EFR030573

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	80	
300140 3007	4	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.14	Validate that the "equipment issues areas" identified by the SOER 02-04 Rec 3 engineering team are documented and being tracked by appropriate corrective actions. Initiate CAPs as necessary.			Engineering Equipment Systems I&C	2Q03	22-Aug-03	3Q03	Documented validation.

tTrack IDs CA030575

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.15	Review all evaluated Focus Group area comments related to equipment issues. Ensure there are no more Focus Group area issues requiring further evaluation. Validate findings and conclusions for all issue evaluation sheets.			Engineering Equipment Systems I&C	2Q03	18-Sep-03	3Q03	1. Validation Report listing focus group issues along with tracability to resolution document such as CAP. 2. CAPs initiated for valid issues identified.

tTrack IDs CA030576

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.16	Perform a final effectiveness review of this action plan. Verify that all steps have met their deliverables. Generate new steps if necessary			Nuclear Oversight	4Q03	30-Jan-04	1Q04	Effectiveness Review Report.

tTrack IDs EFR030578

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.16.A	Review Self Assessment Report PBSA-NOS-04-01, Focused Self-Assessment of Implementation of SOER-02-04 Recommendations 1, 2, and 3, and determine what actions are required to achieve effectiveness and add actions to the Excellence Plan.			Performance Assessment			1Q04	Revised Excellence Plan action plan.
		tTrack IDs	CA055365					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-07-003.16.B	Perform an additional effectiveness review.			Performance Assessment			4Q04	Effectiveness Review report.
		tTrack IDs	EFR055367					

Pillar of Excellence: OR **Priority** 2 5C 5D **CAP #** 033260 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Communicate roles and responsibilities to Engineering

Action Plan Number: OR-08-001

Problem Statement: Roles and responsibilities of engineering are not clearly understood by engineers.

Causal Factors:

1 Engineering roles and responsibilities are not defined and documented.

Objectives:

1 Engineering personnel are aligned in understanding their roles and responsibilities.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.1	Restructure engineering manager position and personnel			Engineering		05-May-03	2Q03	Organization Chart
		tTrack IDs	CA030358					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.2	Conduct new manager assimilation meeting with direct reports			Engineering		05-May-03	2Q03	Meeting Agenda with Invitation List.
		tTrack IDs	CA030359					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.3	All direct reports conduct new manager assimilation meetings			Engineering		05-May-03	2Q03	Meeting Agenda with Invitation List.
		tTrack IDs	CA030360					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.4	Initiate weekly staff meetings			Engineering		05-May-03	2Q03	Meeting agenda.
		tTrack IDs	CA030361					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.5	Develop roles and responsibilities for engineering sections			Engineering		05-May-03	2Q03	Conduct of Engineering document.
		tTrack IDs	CA030362					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.6	Develop roles and responsibilities for individual contributors			Engineering		05-May-03	2Q03	Conduct of Engineering document.
		tTrack IDs	CA030363					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.7	All direct reports initiate weekly staff meetings			Engineering		05-May-03	2Q03	Documented meeting schedule.
		tTrack IDs	CA030364					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.8	Initiate monthly all hands meetings			Engineering		05-May-03	2Q03	Documented meeting schedule.
		tTrack IDs	CA030365					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.9	Develop/distribute Engineering Code of Conduct			Engineering		05-May-03	2Q03	Code of Conduct document distributed

tTrack IDs CA030366

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.10	Revise Engineering Code of Conduct and Attributes of Engineering Excellence as necessary.			Engineering	3Q03	18-Sep-03	3Q03	Revision of Code of Conduct document.

tTrack IDs CA030367

Resource	# Persons	Hrs Per Person	Comments
300270 3009	5	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.10.A	Review Code of Conduct and Attributes of Engineering Excellence and identify needed changes			Engineering	1Q03	09-Sep-03	3Q03	List of changes needed.

tTrack IDs CA030368

Resource	# Persons	Hrs Per Person	Comments
300270 3009	5	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.10.B	Incorporate changes into documents			Engineering	1Q03	18-Sep-03	3Q03	Documents revised as required

tTrack IDs CA030367

Resource	# Persons	Hrs Per Person	Comments
300270 3009	2	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.11	Incorporate Excellence Plans into Engineering PMPs			Engineering		05-May-03	2Q03	Documented verification that PMPs reflect the Excellence Plan.
		tTrack IDs	CA030369					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.12	Communicate expectations to include projections, short-term plans, use of status reports to document program health and to update monthly			Engineering Programs		05-May-03	2Q03	Documented expectations.
		tTrack IDs	CA030370					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-001.13	Conduct an effectiveness review.			Engineering	1Q04	11-Mar-04	1Q04	Effectiveness Review Report.
		tTrack IDs	EFR031649					

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	40	

Pillar of Excellence: OR **Priority** 2 5C 5D **CAP #** 033264 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Communicate Plant Engineering roles and responsibilities to stakeholders outside engineering

Action Plan Number: OR-08-002

Problem Statement: Engineering roles and responsibilities have not been effectively communicated to external stakeholders.

Causal Factors:

1 Communication of Engineering roles and responsibilities to external stakeholders was not a station priority.

Objectives:

1 External stakeholders understand roles and responsibilities of the Plant Engineering Organization.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.1	Establish key elements to be communicated			Tom Carter (Eng)		17-Mar-03	2Q03	Change Management plan created.
		tTrack IDs	CA030372					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.2	Prepare summary document and distribute			Tom Carter (Eng)		24-Mar-03	2Q03	Memo to communicate changes
		tTrack IDs	CA030374					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.2.A	Review organizational changes in Plant & Systems Engineering			----------		24-Mar-03	2Q03	
		tTrack IDs	CA030374					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.2.B	Determine key elements that change due to the reorganization			----------		24-Mar-03	2Q03	
		tTrack IDs	CA030374					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.3	Perform effectiveness review of communication.			Tom Carter (Eng)		06-May-03	2Q03	Documented Effectiveness Review.
		tTrack IDs	EFR030376					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.3.A	Conduct interviews with site personnel to determine effectiveness of communication					06-May-03	2Q03	
		tTrack IDs	EFR030376					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.3.B	Observe organizational actions and communication					06-May-03	2Q03	
		tTrack IDs	EFR030376					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.4	Revise summary document as required and distribute			Tom Carter (Eng)		20-May-03	2Q03	Memo to communicate changes
		tTrack IDs	CA030378					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.4.A	Prepare revision to communication document					20-May-03	2Q03	
		tTrack IDs	CA030378					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-002.4.B	Distribute revised communication document					20-May-03	2Q03	
		tTrack IDs	CA030378					

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 033266 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Reduce the OE backlog

Action Plan Number: OR-08-003

Problem Statement: Engineering has a large number of OE items that have been open longer than the expected evaluation time of 60 days.

Causal Factors;

1 Lack of reinforcement of timely evaluation of OE items.

2 Organization does not view timely review of OE as a valuable tool in improving performance.

Objectives:

1 Reduce existing Engineering OE inventory that is beyond procedural requirements.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-003.1	Establish population of OE Evaluation and Action items for backlog reduction population.			Engineering Processes		11-May-03	2Q03	Spreadsheet with OE backlog items. Complete.

tTrack IDs CA030381

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-003.2	Establish backlog reduction approach for OE.			Engineering Processes		12-May-03	2Q03	Documented approach.

tTrack IDs CA030382

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-003.3	Establish workdown curve and metrics			Engineering Processes	2Q03	12-May-03	2Q03	Spreadsheet with target completion dates.

tTrack IDs CA030390

Resource	# Persons	Hrs Per Person	Comments
300180 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-003.4	Review Site OE Improvement Plan (under development) and adjust this plan accordingly			Engineering Processes	1Q03	13-Jun-03	2Q03	Document review.

tTrack IDs CA030391

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-003.5	Complete OEs identified in Action #1 in accordance with workdown curve.			Engineering Processes	2Q03	15-Dec-03	4Q03	Completed OE items.

tTrack IDs CA030392

Resource	# Persons	Hrs Per Person	Comments
300150 3004	33	1	
300160 3004	40	1	
300170 3004	35	1	
300180 3004	12	1	

Pillar of Excellence: OR **Priority** 1 1A 1A **CAP #** 033271 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Improve Human Performance (HU) in Engineering

Action Plan Number: OR-08-005

Problem Statement: Engineering Management has not been fully effective in improving human performance.

Causal Factors:

1 No well defined or documented program exists.
2 Lack of line ownership and support of human performance improvements.
3 Human performance tools have not been consistently provided or utilized.

Objectives:

1 Establish an Engineering Human Performance Improvement Team.
2 Establish a process for identifying and evaluating human performance events.
3 Communicate expectations and provide human performance tools to improve Engineering performance.
4 Achieve an improving trend in the Engineering Event Clock performance indicator.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.1	Establish a draft Charter for a Point Beach specific Engineering Human Performance Improvement Team (HPIT).			Engineering Processes Continuous Improvement	2Q03	28-Apr-03	2Q03	Draft Charter contained in ESG 1.8.

tTrack IDs CA030402

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.2	Identify members of new PBNP Engineering HPIT.			Engineering	2Q03	12-May-03	2Q03	List of HPIT Members.

tTrack IDs CA030403

Resource	# Persons	Hrs Per Person	Comments
300150 3009	1	1	
300160 3009	1	1	
300170 3009	1	1	
300180 3009	2	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.3	Conduct first meeting of new PBNP Engineering HPIT.			Engineering Processes Continuous Improvement	2Q03	12-May-03	2Q03	HPIT Meeting Minutes.

tTrack IDs CA030404

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.4	Evaluate Engineering HU events.			Engineering Processes Continuous Improvement		26-Jun-03	2Q03	HPIT Meeting Minutes.

tTrack IDs CA030406

Resource	# Persons	Hrs Per Person	Comments
300130 3004	1	2	
300150 3004	1	2	
300150 3005	1	2	
300160 3004	1	2	
300170 3004	1	2	
300170 3005	1	2	
300180 3004	1	2	
300180 3005	2	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.5	Identify training recommendations for HU topics..			Engineering Processes Continuous Improvement		26-Jun-03	2Q03	HPIT Meeting Minutes.

tTrack IDs CA030408

Resource	# Persons	Hrs Per Person	Comments
300130 3004	1	2	
300150 3004	1	2	
300150 3005	1	2	
300160 3004	1	2	
300170 3004	1	2	
300170 3005	1	2	
300180 3004	1	2	
300180 3005	2	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.6	Evaluate training recommendations on HU topics.			Engineering		31-Jul-03	3Q03	TAC meeting minutes.

tTrack IDs CA030409

Resource	# Persons	Hrs Per Person	Comments
300180 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.7	Implement training on HU topics.			Training General	2Q03	20-May-03	2Q03	Approved lesson plan and documented training.

tTrack IDs CA030411

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.8	Establish a process for identifying, evaluating, and communicating Eng. HU events.			Engineering Processes Continuous Improvement	2Q03	22-Apr-03	2Q03	Draft communication plan.

tTrack IDs CA030412

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.9	Finalize HPIT Charter and communication plan for HU initiatives.			Engineering Processes Continuous Improvement		26-Jun-03	2Q03	Issue ESG 1.8 and HPIT Meeting Minutes.

tTrack IDs CA030413

Resource	# Persons	Hrs Per Person	Comments
300130 3004	1	2	
300150 3004	1	2	
300150 3005	1	2	
300160 3004	1	2	
300170 3004	1	2	
300170 3005	1	2	
300180 3004	1	2	
300180 3005	2	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.10	Implement communication plan for HU initiatives.			Engineering Processes Continuous Improvement		26-Jun-03	2Q03	HPIT meeting minutes and copy of June, 2003 Engineering Alignment meeting topics.

tTrack IDs CA030414

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.11	Conduct initial assessment on HU Error Reduction tool use.			Engineering Processes Continuous Improvement		24-Jun-03	2Q03	Assessment Results documented.

tTrack IDs CA030415

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.12	Implement Engineering specific Observation/Coaching Program.			Engineering Processes Continuous Improvement		08-Jul-03	3Q03	Revise ESG 1.7 to include observation program.

tTrack IDs CA030416

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.13	Conduct HU Training with focus on use of the Pre-Job Brief, Verbal Communication, Challenging Information, Stop When Unsure, and Procedure Use and Adherence HU Tools.			Training General	1Q04		2Q04	Approved lesson plan and documented training.

tTrack IDs CA055638

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	8	
300150 3004	25	4	
300150 3005	3	4	
300150 3009	1	4	
300160 3004	30	4	
300160 3005	3	4	
300160 3009	1	4	
300170 3004	25	4	
300170 3005	4	4	
300170 3009	1	4	
300180 3004	20	4	
300180 3005	2	4	
300180 3009	1	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.14	Evaluate existing PACE observation cards for capability of assessing HU tools use in Engineering and revise as needed.			Engineering Processes Continuous Improvement	1Q04	25-Feb-04	1Q04	Completed evaluation.

tTrack IDs CA055639

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	32	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.15	Identify Engineering tasks in U1R28 that can be used as observation activities to assess HU tool use and provide list to Engineering Supervisors and Managers.			Engineering Processes Continuous Improvement	1Q04	18-Mar-04	2Q04	U1R28 Engineering Task List distribution memo.

tTrack IDs CA055640

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.16	Evaluate ability of Engineering Supervisors to spend time observing/coaching work group members (use Work List or other methods).			Engineering Processes Continuous Improvement	2Q04		2Q04	Completed evaluation.

tTrack IDs CA055641

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	32	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.17	Solicit post-training feedback on effectiveness of 1Q04 HU Training and evaluate results.			Training General	2Q04		2Q04	Training feedback summary.

tTrack IDs CA055642

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.17.A	Facilitate independent and regulatory reviews.			Site VP & ECP	3Q04		3Q04	Closeout packages for Steps 13 and 17.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.18	Perform interim effectiveness review (at ~6 months) of actions taken to date.			Engineering Processes Continuous Improvement	3Q04		3Q04	Completed Effectiveness Review (EFR).

tTrack IDs EFR055643

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	32	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-005.19	Perform effectiveness review (at ~12 months) of actions taken to date.			Engineering Processes Continuous Improvement	1Q05		1Q05	Completed Effectiveness Review (EFR).

tTrack IDs EFR055644

Resource	# Persons	Hrs Per Person	Comments
300180 3005	1	32	

Pillar of Excellence: OR **Priority** 2 4A 4C **CAP #** 033273 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Improve work management process in engineering

Action Plan Number: OR-08-006

Problem Statement: Engineering work load is not effectively managed to support plant needs.

Causal Factors:

1 Lack of an effective tool for resource loading

Objectives:

1 Resource management tool used to manage peak engineering resource demands.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.1	Finalize input detail, definitions, and format of work management database.			Engineering Processes	2Q03	05-May-03	2Q03	Issued process guideline.
		tTrack IDs	CA030421					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.4	Revise Departmental structure and information to match Step OR-08-006.1			Engineering Processes	2Q03	12-May-03	2Q03	Issued process guideline.
		tTrack IDs	CA030421					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.5	Solicit and input updated information.			Engineering Processes	2Q03	12-May-03	2Q03	Issued process guideline.
		tTrack IDs	CA030421					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.7	Evaluate tool and process used at PI/Monti/DAEC - Based on the DAEC evaluation an access database interface will be used instead of P3.			Engineering Processes	2Q03	05-May-03	2Q03	Benchmark trip report.

tTrack IDs CA030425

Resource	# Persons	Hrs Per Person	Comments
300180 3004	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.11	Perform Process Self-assessment			Engineering Processes		01-Mar-04	1Q04	Self-assessment report.

tTrack IDs CA030427

Resource	# Persons	Hrs Per Person	Comments
300180 3009	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.12	Implement access database application at PBNP.			Business I/T Support & Infrastructures		27-Jun-03	3Q03	Application installed at PBNP.

tTrack IDs CA030428

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.13	Pilot application in EDC group.			Engineering Design Civil/Structural – PB		25-Jun-03	2Q03	EDC resources entered into new application.

tTrack IDs CA030429

Resource	# Persons	Hrs Per Person	Comments
300170 3004	7	8	
300170 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.14	Document Process in desktop guide.			Engineering Processes		13-Jun-03	2Q03	Desktop guide issued.

tTrack IDs CA030430

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-006.15	Implement application in engineering groups			Engineering Processes		30-Jun-03	2Q03	Documented direction for use of work management tool and expectations for use.

tTrack IDs CA030432

Resource	# Persons	Hrs Per Person	Comments
300150 3004	33	8	
300160 3004	40	8	
300170 3004	28	8	
300170 3005	1	40	
300180 3004	12	8	

Pillar of Excellence: OR **Priority** 2 3C 6C **CAP #** 033274 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Utilize the Quality Review Team

Action Plan Number: OR-08-007

Problem Statement: There are concerns with the quality of some plant modifications and Engineering products.

Causal Factors;

1 Quality standards and metrics were not used to assess/measure quality of modification packages.

Objectives;

1 Develop a metric to measure the quality of Engineering modification packages.
2 Implement an Engineering Quality Review Team.
3 Improve the quality of Engineering products.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-007.1	Schedule and conduct monthly review of selected completed mod packages. This will be accomplished through the Quality Review Team (QRT), which is comprised of the Design Engineering Manager and a rotating selection of Engineering supervisors. Selected design products are reviewed for quality and completeness. The team grades the packages and provides feedback via the corrective action program to the design engineers.			Engineering Design		01-Aug-03	3Q03	Established procedural requriements for periodic reviews by the QRT.
		tTrack IDs	CA030433					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-007.2	Develop criteria and a performance indicator to measure quality of mod packages.			Engineering Design	2Q03	11-Jun-03	2Q03	Performance Indicator
		tTrack IDs	CA030434					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-007.3	Provide feedback to affected engineers on lessons learned from monthly reviews.			Engineering Design		01-Aug-03	3Q03	Establish procedrual expectations for CAP initiation for lessons learned identified by the QRT.

tTrack IDs CA030435

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-007.4	Perform an Effectiveness Review (EFR) of the QRT.			Engineering Design	3Q04		3Q04	Completed Effectiveness Review (EFR).

tTrack IDs EFR055708

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	16	
300380 3005	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-007.5	Facilitate independent and regulatory reviews.			Site VP & ECP	4Q04		1Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 033277 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Implement the Fleet Modification Process

Action Plan Number: OR-08-008

Problem Statement: NMC has developed a fleet modification process for use at all NMC plants.

Causal Factors:

1 Fleet initiative for standard modification process expected to enhance quality of modifications and improve engineering staff effectiveness.

Objectives:

1 Successfully implemented fleet modification process.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.1	Participate in development of the fleet modification process			Engineering Design Mechanical – PB		27-Dec-02	2Q03	FP-E-Mod-01 thru 12 Issued

tTrack IDs CA030436

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.2	Develop site specific implementation procedure			Engineering Design Mechanical – PB	1Q03	08-Oct-03	4Q03	Issued procedure.

tTrack IDs CA030437

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.3	Train users in new process			Engineering Design Mechanical – PB		23-May-03	2Q03	Training Record

tTrack IDs CA030438

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.4	Provide Operations Notebook Entry for Operations Shift Management.			Engineering Design Mechanical – PB	2Q03	26-Jan-04	1Q04	Operations Notebook Entry.

tTrack IDs CA030439

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	20	
300170 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.5	Prepare procedure changes for all impacted procedures and forms			Engineering Design Mechanical – PB	2Q03	30-Dec-03	4Q03	List of procedures/forms.

tTrack IDs CA030440

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.6	Issue site specific procedure and implement the new process			Engineering Design Mechanical – PB	2Q03	08-Oct-03	4Q03	Issued procedures.

tTrack IDs CA030441

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	200	
300170 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-008.7	Modification Self Assessment			Engineering Design Mechanical – PB	1Q04		3Q04	Self assessment report.

tTrack IDs EFR030442

Resource	# Persons	Hrs Per Person	Comments
300170 3004	3	40	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 033287 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Initiate the Design Engineering Review Board

Action Plan Number: OR-08-009

Problem Statement: Some plant modifications have been completed in a less than satisfactory manner.

Causal Factors:

1 Design engineers have limited knowledge of the operational/maintenance aspects of the station modifications.

2 Lack of station ownership of plant modifications.

Objectives:

1 Functioning Design Engineering Review Board.

2 Performance indicator for monitoring effectiveness of Design Engineering Review Board.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-009.1	Develop design engineering review board procedure.			Engineering Design		23-May-03	2Q03	Issued Procedure.
		tTrack IDs	CA030443					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-009.2	Brief design engineering supervisors on purpose and expectations for the review board.			Engineering Design		20-Jul-03	3Q03	Briefing documentation.
		tTrack IDs	CA030444					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-009.3	Brief leadership team on purpose and expectations for the review board.			Engineering Design		01-Aug-03	3Q03	POD Briefing documentation.
		tTrack IDs	CA030445					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-009.4	Develop a performance indicator for review board.			Engineering Design		27-Jun-03	3Q03	Performance Indicator

tTrack IDs CA030446

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	16	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 033290 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Initiate 3rd Party Reviews for Critical Modifications

Action Plan Number: OR-08-011

Problem Statement: Complex station modifications done on an accelerated basis increases the potential for errors.

Causal Factors:

1 Required "fast track" modifications have created error-likely situations.

Objectives:

1 High quality modifications prepared under unavoidable time pressure.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-011.1	Develop criteria for when 3rd party reviews are required (interim measure).			Engineering Design		23-May-03	2Q03	Criteria established via e-mail.

tTrack IDs CA030452

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-011.2	Incorporate criteria into procedure or guideline.			Engineering Design	2Q03	05-Sep-03	3Q03	Procedure or ESG issued.

tTrack IDs CA030453

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	20	
300170 3005	1	20	

Pillar of Excellence: OR **Priority** 2 5B 5B **CAP #** 033465 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Utilize the 3 phase process more effectively

Action Plan Number: OR-08-012

Problem Statement: The process to budget and obtain funding for projects is not well understood by Engineering.

Causal Factors:

1 Lack of guidance on the use of the 3 Phase procedure.

Objectives:

1 Guidance to clarify and improve use of the 3-phase budget process.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-012.1	Develop a simple flow chart to graphically demonstrate the three phase process - Plant Health Committee (PHC), Project Review Board (PRB), Plant Budget Cycle			Engineering Design		19-Aug-03	3Q03	Flow Chart

tTrack IDs CA031225

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-012.2	Develop a performance indicator that tracks projects and progress through the three phase process			Engineering Design	2Q03	30-Jun-03	2Q03	Performance Indicator was determined not necessary.

tTrack IDs CA031226

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-012.3	Issue updated Engineering Supplemental Guideline (ESG)			Engineering Design	2Q03	19-Aug-03	3Q03	Issued ESG

tTrack IDs CA031225

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	16	

Pillar of Excellence: OR **Priority** 2 5B 5B **CAP #** 033293 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Organizational Effectiveness **Plan Status** In Closure

Action Plan Title: Formalize Modification Request Backlog Reduction Methodology

Action Plan Number: OR-08-013

Problem Statement: There is a large backlog of requests for plant modifications.

Causal Factors:

1 Controls on plant modification initiatives were less than adequate.

Objectives:

1 Limit plant modifications to those reviewed and approved by plant management using the three phase process (referred to in Action Plan OR-08-012).
2 Functioning Backlog Reduction Committee.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-013.1	Obtain endorsement of the Plant Health Committee (PHC) to form a backlog reduction committee.			Engineering Design		23-May-03	2Q03	PHC Meeting Minutes.
		tTrack IDs	CA030454					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-013.2	Develop a charter for the backlog reduction committee.			Engineering Design		23-May-03	2Q03	Approved Charter.
		tTrack IDs	CA030454					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-013.3	Group outstanding modification requests by system.			Engineering Design		23-May-03	2Q03	The list of outstanding mod requests grouped by system.
		tTrack IDs	CA030454					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-013.4	Systematically review and eliminate items that do not meet the NMC modification criteria.			Engineering Design	2Q03	29-Aug-03	3Q03	A final list of potential modifications.
		tTrack IDs	CA030455					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-013.5	Develop a performance indicator to track work-off of modification backlog.			Engineering Design	2Q03	15-May-03	2Q03	Performance Indicator.
		tTrack IDs	CA030456					

Pillar of Excellence: OR **Priority** 2 1A 1A **CAP #** CAP034288 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Operability Determination (OD) Tracking - Process Improvements

Action Plan Number: OR-08-014

Problem Statement: The status of some Operability Determinations cannot be determined using the OD Matrix

Causal Factors:

1 The OD Matrix is not a formally controlled database.

2 The OD process owner is not automatically informed when an OD items action status changes.

Objectives:

1 OD issues and related sub items are formally tracked as OPRs/OBDs in the Corrective Action Database.

2 The status, stage, owner and due date of OD issues and related sub items is up to date.

3 The Corrective Action Program database is the OD database, no separate matrix exists.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.1	Perform an assessment on the OD Process per an approved procedure.			Engineering Design Configuration Management (and Q-List items)		07-Aug-03	3Q03	Copy of Assessment Report

tTrack IDs CA030092

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.2	Edit/Adjust this action plan to incorporate steps as necessary from assessment results			Engineering Equipment Systems I&C	3Q03	28-Aug-03	1Q04	This plan updated

tTrack IDs CA032343

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.3	Validate the Status of each open OD issue in the OD Matrix: -What stage it is in -What "sub" items does the OD isssue have -What actions are required (what is keeping it open) -Due Dates and owners for open items			Engineering Design Configuration Management (and Q-List items)		15-Oct-03	4Q03	Validation Report

tTrack IDs CA033106

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	40	
300170 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.4	Catalog the Gaps(OD issues and sub items that are not formally tracked in tTrack as OPRs or OBDs) from the OD Matrix - and other applicable sources.			Engineering Design Configuration Management (and Q-List items)		20-Oct-03	4Q03	List of Gaps.

tTrack IDs CA033107

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.5	Create the proper OPR/OBD tracking items for items cataloged in the list of Gaps. Assign to required groups with due dates.			Performance Assessment		14-Nov-03	4Q03	List of created items.

tTrack IDs CA033108

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.6	Assign new OPR/OBD tracking items to appropriate individuals			Engineering		17-Nov-03	4Q03	Documentation showing that items are assigned

tTrack IDs CA033109

Resource	# Persons	Hrs Per Person	Comments
300160 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.7	Validate that tTrack is up to date and tracking all "migrated" items with correct individuals and due dates			Engineering Design Configuration Management (and Q-List items)		12-Dec-03	4Q03	tTrack OBD report (canned ENG report)

tTrack IDs CA033111

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.8	Align existing guidance/direction to reflect the Fleet standard processes and terminology as necessary.			Engineering Design Configuration Management (and Q-List items)			3Q04	Revised ESG 1.10

tTrack IDs CA033112

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.9	Revise the summary reporting of ODs as appropriate to support Excellence Plan item OR-08-016 step 1: "Increase visibility of outstanding Operability Issues by presenting a list of open issues weekly in the POD".			Engineering		13-Jan-04	1Q04.	Copy of listing from POD.

tTrack IDs CA033114

Resource	# Persons	Hrs Per Person	Comments
300160 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.10	Perform Effectiveness Review			Engineering Design Configuration Management (and Q-List items)			3Q04	Effectiveness Report

tTrack IDs EFR033115

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.11	Develop an Engineering Supplemental Guide (ESG) for processing OD related corrective actions. Specifically, the ESG must include directions to perform periodic reviews of the open OD Part 2s. The reviews check the status and completeness of restoration plans and present findings to the Plant Health Committee (PHC).			Engineering Design Configuration Management (and Q-List items)	3Q03	08-Oct-03	4Q03	Issued ESG.

tTrack IDs CA051928

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	5	
300170 3004	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-014.12	Perform an aggregate review of the population of degraded and non-conforming items and present the findings / results to the Plant Health Committee (PHC).			Engineering	1Q04		2Q04	1) Copy of the OD report. 2) Meeting minutes from the PHC documenting it was reviewed.

tTrack IDs CA052033

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	10	
300150 3004	2	30	
300170 3004	2	30	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 053497 **Plan Type** Commitment **Plan Revision No:** 1

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Establish an Engineering Safety & Design Review Group

Action Plan Number: OR-08-015

Problem Statement: PBNP Engineering products require improvement to sustain consistently high standards and quality that satisfy two fundamental attributes of Engineering Excellence, "Rigorous Application of Engineering Principles" and "Strong Design Basis & Configuration Ownership".

Causal Factors:

1 Weaknesses in the preparation and review cycle of Engineering products.

2 Inconsistent understanding of the attributes of a quality independent review.

Objectives:

1 Improve quality of Engineering products.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.1	Develop Engineering Supplemental Guideline for the Engineering Safety & Design Review Group Charter.			Engineering Processes		19-Dec-03	4Q03	Copy of issued Engineering Supplemental Guideline.
		tTrack IDs	CA055470					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.2	Implement the Engineering Safety & Design Review Group (ESDRG)			Engineering Processes		22-Oct-03	4Q03	Memo reflecting assignment.
		tTrack IDs	CA055472					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.3	Develop a Change Management Plan.			Engineering Processes		15-Dec-03	4Q03	Copy of Change Management Plan.
		tTrack IDs	CA055473					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.4	Communicate establishment of the ESDRG and scope of review.			Engineering Processes		29-Sep-03	3Q03	Copy of memo.
		tTrack IDs	CA055474					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.5	Conduct Training Needs Analysis for ESDRG.			Engineering Processes		17-Nov-03	4Q03	Copy of needs analysis.
		tTrack IDs	CA055475					

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.6	Establish feedback vehicle(s) to Engineering personnel related to issues found by ESDRG.			Engineering Processes		17-Feb-04	1Q04	Copy of memo or report.
		tTrack IDs	CA055477					

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.7	Perform an Effectiveness Review.			Engineering Processes	3Q04		3Q04	Effectiveness Review.
		tTrack IDs	EFR055478					

Resource	# Persons	Hrs Per Person	Comments
300160 3004	3	20	
300160 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-015.8	Facilitate independent and regulatory reviews.			Site VP & ECP	4Q04		1Q05	Plan closeout package.
		tTrack IDs						

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OR **Priority** 2 3C 3B **CAP #** 053390 **Plan Type** Commitment **Plan Revision No:** 0

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Reduce Operable But Degraded / But Non-Conforming Backlog

Action Plan Number: OR-08-016

Problem Statement: There are 32 Operable But Degraded and Operable But Non-Conforming Conditions. This does not meet the NMC goal (20 or less).

Causal Factors:

1 Issues discovered during self-assessments increased focus on discovery rather than correction.

2 The emphasis upon discovery and application of immediate compensatory measures impacted the station's ability to resolve the conditions in a timely manner.

Objectives:

1 Reduce the backlog to the NMC goal or less.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-016.1	Increase visibility of outstanding Operability issues by presenting a list of open issues weekly in the POD.			Engineering	4Q03	17-Dec-03	4Q03	Copy of OD list from a POD meeting.
		tTrack IDs	CA055360					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-016.2	Designate a Manager accountable for continual improvement in OD backlog.			Engineering	4Q03	08-Dec-03	4Q03	Name of designated Manager.
		tTrack IDs	CA055361					

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-016.3	Reduce number of outstanding ODs to 20 or less with support from all individual groups. Track progress / status of open ODs on a weekly basis until backlog is consistently less than the goal.			Engineering	4Q03		3Q04	Number of open ODs <21.
		tTrack IDs	CA055362					

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-016.4	Reduce the number of ODs older than 1 fuel cycle to the greatest extent possible in accordance with GL 91-18 requirements.			Engineering	1Q04		3Q04	No open OD's > 1 fuel cycle (exceptions per step 5 below).
		tTrack IDs	CA055363					

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-016.5	For any ODs that are, or will be open longer than 1 fuel cycle, fully document justification and obtain Plant Mangager approval for each in accordance with GL 91-18 requirements.			Engineering	1Q04		3Q04	Documentation (via t-Track) of justification.
		tTrack IDs	CA055364					

Pillar of Excellence: OR **Priority** 1 3B 3B **CAP #** 054219 **Plan Type** Commitment **Plan Revision No:** 1

Focus Area: Engineering Organizational Effectiveness **Plan Status** Open

Action Plan Title: Improve Operations Department and Engineering Department Interface

Action Plan Number: OR-08-017

Problem Statement: Ineffective communication between Engineering and Operations contributed to the lack of a common understanding of some system design basis and operational practices.

Causal Factors:

1 Less than adequate understanding of Operations and Engineering priorities and associated communication of those priorities.

Objectives:

1 Improve the interface between Operations and Engineering to ensure that the station priorities are reflective of actions necessary for achievement of equipment excellence.

Action Steps:

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.1	Implement an Operational Decision Making Procedure.			Operations	1Q04		3Q04	Operational Decision Making Procedure issued. Documented briefing.

tTrack IDs CA056045

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.2	Conduct a Self Assessment of the effectiveness of the Plant Health Committee.			Eng Equip Systems Maintenance Engineers - Electrical	2Q04		3Q04	Self Assessment Report.

tTrack IDs SA056046

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.3	Complete action step OP-14-005.2.F, Implement revised EOP setpoints in Emergency Operating Procedures.			Operations	1Q05		4Q05	Action step OP-14-005.2.F complete.

tTrack IDs CA056047

Resource	# Persons	Hrs Per Person	Comments
654LOPR2	2	24	
660LCLER	1	16	
300020 3005	2	40	
300020 3008	1	360	
300130 3006	1	40	
300160 3008	1	40	
300170 3004	2	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.4	Conduct a Self Assessment of the effectiveness of the Design Engineering Review Board (reference Action Plan OR-08-009).			Engineering Design	4Q04		4Q04	Self Assessment Report.

tTrack IDs SA056048

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.5	Reduce the number of Operable but Degraded/But Non-conforming backlog per Action Plan OR-08-016.			Engineering			3Q04	Action Plan OR-08-016 complete.

tTrack IDs CA056049

Resource	# Persons	Hrs Per Person	Comments
654LOPR1	1	16	Stroke manual valves.
655LMECH	3	32	Modify MSSVs.
300160 3004	1	8	Manual valve program.
300170 3004	1	8	Accept CV-369.
300170 3004	3	40	Close out AFW wall.
300170 3004	2	8	FSAR changes.
300170 3004	2	8	Accept Zurn strainers.
300170 3005	1	2	Accept CV-369.
300170 3005	1	16	Close out AFW wall.
300300 3005	1	12	Modify MSSVs.

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.6	Reduce Total Operator Burden to exceed NMC fleet expectations (<36 total).			Operations	1Q04		4Q04	Point Beach Operations Department Total Operator Burden <36.

tTrack IDs CA056050

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	48	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OR-08-017.7	Facilitate independent and regulatory reviews.			Site VP & ECP	1Q05		1Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OP **Priority** 1 3B 1C **CAP #** 033294 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Emergency Preparedness (EP) **Plan Status** Open

Action Plan Title: Improve EP Infrastructure (Processes, Programs and Technology)

Action Plan Number: OP-09-001

Problem Statement: The Emergency Preparedness infrastructure was not consistently maintained.

Causal Factors:

1. Management oversight was not fully effective.
2. Emergency Preparedness staff was inadequately trained in plant processes and procedures.
3. The Emergency Preparedness staff did not fully understand roles and responsibilities.
4. The corrective action program was not fully/effectively implemented in the Emergency Preparedness group.
5. SAMG ownership was inappropriately assigned to EP.
6. External and Internal Operating Experience have not been fully utilized.

Objectives:

1. Enhanced management oversight of Emergency Preparedness program and training.
2. Enhance knowledge of EP staff.
3. Define Emergency Preparedness staff roles and responsibilities.
4. Corrective Action Program (CAP) in Emergency Preparedness is implemented in accordance with station procedures and standards.
5. Structured practices for staffing and training Emergency Response Organization (ERO) positions.
6. SAMGs are owned and maintained by Operations.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.1	Implement an Emergency Preparedness Advisory Committee (EPAC) which includes membership of senior site leadership			Radiation Protection		08-Jul-03	3Q03	Approved EPAC charter

tTrack IDs CA030458

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.2	Implement an EP Training Advisory Committee (TAC) which includes selected members of the ERO.			Training	2Q03	21-Jul-03	3Q03	TAC Members assigned and first meeting minutes documented.

tTrack IDs CA030459

Resource	# Persons	Hrs Per Person	Comments
300360 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.3	Develop and communicate an EP vision and mission statement for the site.			Emergency Planning	2Q03	13-Jun-03	2Q03	Article printed in NMC Today.

tTrack IDs CA030460

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.4	Clarify minimum staffing requirements for Emergency Response.			Emergency Planning	1Q05		1Q05	Issued EP 5.0.

tTrack IDs CA030461

Resource	# Persons	Hrs Per Person	Comments
300030 3009	1	20	
300360 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.5	Implement a structured approach to ERO staffing by transitioning to rotating ERO duty roster teams for key positions.			Emergency Planning	2Q03	15-Jul-03	3Q03	Memo outlining responsibiliites and Rev. 0 rotation schedule.

tTrack IDs CA030462

Resource	# Persons	Hrs Per Person	Comments
300360 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.6	Identify a new site custodian for SAMGs.			Emergency Planning	2Q03	11-Jun-03	2Q03	Memo from EP Manager identifying SAMG custodian.

tTrack IDs CA030463

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.7	Improve station practices for assigning, training and retiring ERO staff positions.			Emergency Planning	3Q03	01-Oct-03	4Q03	Procedure defining the practice is approved and issued.

tTrack IDs CA030464

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.8	Improve implementation of the corrective action program by training the EP staff.			Emergency Planning		10-Jul-03	3Q03	Training attendance records.

tTrack IDs CA030465

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.9	Implement effective document control and records retention practices used by the EP group.			Emergency Planning	2Q03	26-Dec-03	4Q03	Signed copy of documents reviewed by Excellence Team quality check representative.

tTrack IDs CA030466

Resource	# Persons	Hrs Per Person	Comments
664LCLER	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.10	Define roles and responsibilities of Emergency Preparedness staff members.			Emergency Planning	2Q03	26-Dec-03	4Q03	Approved organizational chart and list of routine callups assigned by person.

tTrack IDs CA030486

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	5	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.11	Implement procedures, guidelines, or job aids that formalize the processes for Emergency Preparedness staff members responsibilities.			Emergency Planning	2Q03		4Q04	Approved procedures, guidelines and/or job aids.

tTrack IDs CA030487

Resource	# Persons	Hrs Per Person	Comments
664LCLER	1	200	
664LTECH	1	200	
300360 3005	1	200	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.12	Implement "cross training" of Emergency Preparedness staff members based on the procedures, guidelines and job aids to strengthen Emergency Preparedness staff members integrated knowledge of EP.			Emergency Planning	2Q04		1Q05	Qualification cards for EP staff members completed in accordance with defined schedule.

tTrack IDs CA030488

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	100	
300360 3009	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.13	Implement an effective process for documenting, collecting, assimilating, and validating EP cornerstone performance indicators.			Emergency Planning	2Q03	22-Dec-03	4Q03	Procedure describing process approved and issued.

tTrack IDs CA030489

Resource	# Persons	Hrs Per Person	Comments
100000 1000	1	20	
300360 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.14	Conduct an effectiveness review.			Emergency Planning	4Q03	10-Jul-03	4Q04	Effectiveness review report.

tTrack IDs EFR030491

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.15	Conduct an effectiveness review.			Emergency Planning	4Q04		4Q04	Effectiveness Review (EFR) report to include 1) EP staff knowledge, 2) EP roles and responsibilities, and 3) EP CAPs.

tTrack IDs EFR030493

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	24	
300140 3005	1	24	
300360 3005	1	80	
300360 3009	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.15.A	Facilitate independent and regulatory reviews.			Site VP & ECP	1Q05		1Q05	Deliver closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.16	Review the current requirement to do an annual review of SAMGs and adjust frequency of review as appropriate.			Operations	4Q03	27-Oct-03	4Q03	Revised E-Plan, if required.

tTrack IDs CA031478

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.17	Re-review Emergency Planning OE evaluations performed since 7/1/01 for adequacy.			Emergency Planning	3Q03	13-Dec-03	4Q03	Document review and write CAPs to address any inadequacies.

tTrack IDs CA032088

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	250	
300360 3009	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-001.18	Review Emergency Planning related CAPs written since 7/1/01 for recurring and unresolved issues.			Emergency Planning	3Q03	07-Dec-03	4Q03	Document review and write CAPs to address any inadequacies.

tTrack IDs CA032089

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	250	
300360 3009	1	50	

Pillar of Excellence: OP **Priority** 1 3B 1C **CAP #** 033301 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Emergency Preparedness (EP) **Plan Status** Open

Action Plan Title: Improve Process for Conducting Drills and Exercises

Action Plan Number: OP-09-002

Problem Statement: Emergency Preparedness drills and exercises have not been fully successful.

Causal Factors:

1 There was no structured process for drill/exercise development and preparation.

2 Drill objectives were not always effectively factored into scenario development.

3 Critiques not fully effective in identifying scenario development deficiencies.

Objectives:

1 Implement a structured administrative process for scenario development that ensures Emergency Preparedness drill/exercise objectives are scoped into the scenario.

2 Implement an enhanced Emergency Preparedness drill/exercise critique process.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.1	Implement a drill and exercise procedure that is milestone driven.			Emergency Planning	3Q03	03-Feb-04	1Q04	Drill and exercise procedure approved and issued.

tTrack IDs CA030497

Resource	# Persons	Hrs Per Person	Comments
300360 3005	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.2	Include drill/exercise dates in the production work schedule.			Emergency Planning	3Q03	08-Dec-03	4Q03	Copy of 2004 production work schedule with EP drills included.

tTrack IDs CA030499

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.3	Verify 6-year and annual historical data for completeness and accuracy.			Emergency Planning	2Q03	27-Jun-03	2Q03	Memo documenting verification.

tTrack IDs CA030500

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.4	Review and revise 6-year plan objectives to ensure conformance to regulatory references.			Emergency Planning	2Q03	29-Aug-03	3Q03	Revised 6-year plan.

tTrack IDs CA030501

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	50	
300360 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.5	Implement a tracking method to ensure all objectives are demonstrated in each 6-year cycle.			Emergency Planning	3Q03	22-Dec-03	4Q03	Document showing history and project implementation schedule.

tTrack IDs CA030502

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.6	Define pass-fail criteria for planning standards and use these criteria to support drill/exercise objectives.			Emergency Planning	3Q03	03-Feb-04	1Q04	Composite objectives database with pass/fail criteria.

tTrack IDs CA030503

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.7	Develop a 2004 drill schedule that tests various aspects of program implementation using various techniques.			Emergency Planning	3Q03	12-Dec-03	4Q03	SVP memo documenting approval of drill/exercise schedule for 2004.

tTrack IDs CA030504

Resource	# Persons	Hrs Per Person	Comments
300360 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.8	Formalize the critique process.			Emergency Planning	3Q03	03-Feb-04	1Q04	Issued drill and exercise procedure.

tTrack IDs CA030505

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.9	Conduct an effectiveness review.			Emergency Planning	4Q04		4Q04	Effectiveness review report.

tTrack IDs EFR030506

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-002.10	Formalize the process to capture and track lessons learned from drills and exercises.			Emergency Planning	3Q03	03-Feb-04	1Q04	Issued drill and exercise procedure.

tTrack IDs CA031479

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	3	

Pillar of Excellence: OP **Priority** 1 3C 1C **CAP #** 033302 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Emergency Preparedness (EP) **Plan Status** Open

Action Plan Title: Revise Emergency Plan Implementing Procedures

Action Plan Number: OP-09-003

Problem Statement: The Emergency Plan and supporting procedures are not adequately aligned.

Causal Factors:

1 Changes were made to supporting procedures without recognition of their effect on the Emergency Plan.

2 The change process did not ensure that proposed changes to the program were adequately reviewed.

Objectives:

1 Revised Emergency Plan and supporting procedures are aligned.

2 The Emergency Response Organization (ERO) is trained on the Emergency Plan and procedure revisions.

3 The change process will reliably assist in identifying effects of change on Emergency Plan.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.1	Evaluate the Emergency Plan to determine compliance with 10 CFR 50, Appendix E, and NUREG-0654.			Emergency Planning	2Q03	17-Jun-03	2Q03	Document non-conformance in accordance with the CAP. If required, submit temporary changes to Plan or Procedures.
		tTrack IDs	CA030509					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.2	Staff a team of plant personnel to upgrade and revise the Emergency Plan, Emergency Plan Implementing Procedures, Emergency Plan Maintenance Procedures, and Position Instruction Manuals.			Site VP & ECP	2Q03	08-Jun-03	2Q03	NMC Today article outlining project members and responsibilities.
		tTrack IDs	CA030510					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.3	Provide existing documentation of current license basis to the EP staff.			Regulatory Affairs – Licensing	1Q03	16-Jun-03	2Q03	Deliver existing CLBs related to Emergency Plan and procedures.

tTrack IDs CA030511

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.4	Review CLB document, NUREG-0654, and 10 CFR 50, Appendix E, and NEI 99-02 against existing Emergency Plan and supporting procedures. Draft changes to Plan and procedures as necessary.			Emergency Planning	2Q03	18-Jul-03	3Q03	Procedures in draft form, through technical review, as documented on PBF-0026a

tTrack IDs CA030543

Resource	# Persons	Hrs Per Person	Comments
664LCLER	2	30	
300010 3005	1	100	
300020 3005	1	100	
300030 3005	1	100	
300130 3006	1	100	
300270 3009	1	100	
300360 3005	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.5	Complete 50.54(q) reviews for identified procedure revisions.			Emergency Planning	3Q03	12-Sep-03	3Q03	Completed reviews as documented on PBF-0026a and PBF-1301

tTrack IDs CA030544

Resource	# Persons	Hrs Per Person	Comments
300030 3005	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.6	Leadership team to review changes to Emergency Plan and supporting procedures for understanding and to determine training needs.			Site VP & ECP	3Q03	25-Sep-03	3Q03	Completed reviews as documented on PBF-0026a, Section III, Document Owner Review

tTrack IDs CA030545

Resource	# Persons	Hrs Per Person	Comments
300270 3009	10	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.7	Perform commitment changes, if appropriate, in accordance with NP 5.1.7.			Regulatory Affairs – Licensing	3Q03	28-Jul-03	3Q03	Approved commitment changes or return to Licensing Basis approved by NRC SER dated 6/10/83.

tTrack IDs CA030546

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.8	Design and develop continuing training materials for the Plan and procedure changes identified.			Training	3Q03	19-Dec-03	4Q03	Approved lesson plans.

tTrack IDs CA030547

Resource	# Persons	Hrs Per Person	Comments
661LCLER	3	20	
300360 3005	4	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.9	Implement continuing training as required for the plan and procedure changes.			Training	3Q03	27-Feb-04	1Q04	Completed attendance records

tTrack IDs CA030548

Resource	# Persons	Hrs Per Person	Comments
300360 3005	4	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.10	Issue the revised Emergency Plan and supporting procedures.			Emergency Planning	4Q03		1Q04	Index showing procedures were issued.

tTrack IDs CA030549

Resource	# Persons	Hrs Per Person	Comments
660LCLER	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.11	Upgrade initial training materials for ERO members.			Training General	4Q03		2Q04	Copies of indices showing training materials were issued, as necessary.

tTrack IDs CA030550

Resource	# Persons	Hrs Per Person	Comments
300130 3006	2	500	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.12	Upgrade NP 1.8.3 and PBF-1301 to assist with completing appropriate 50.54(q) reviews.			Emergency Planning	2Q03	02-Jul-03	3Q03	Approved procedure NP 1.8.3 and form PBF-1301.

tTrack IDs CA030552

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.13	Conduct an effectiveness review.			Emergency Planning	2Q04		3Q04	Effectiveness review report.

tTrack IDs EFR030554

Resource	# Persons	Hrs Per Person	Comments
300360 3005	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-003.14	Revise PIMs to match the Plan and procedure changes.			Emergency Planning	3Q03	12-Dec-03	4Q03	Copy of approved PBF-0026a and PBF0026c's as necessary. (PIMs will be issued under step OP-09-003.10)

tTrack IDs CA031943

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	80	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 050434 **Plan Type** Commitment **Plan Revision No:** 0

Focus Area: Emergency Preparedness (EP) **Plan Status** Open

Action Plan Title: Upgrade Emergency Action Levels (EALs)

Action Plan Number: OP-09-004

Problem Statement: EALs are not consistent with current industry standards and are cumbersome to use.

Causal Factors:

1 Addition of the barrier matrix resulted in less than rigorus maintenance of NUREG-0654 standards.

2 Historic original process and knowledge did not result in NRC pre-approval of EALs.

3 Did not move to industry standard.

Objectives:

1 Develop an EAL scheme that is consistent with NEI 99-01 Rev. 4 and submit to NRC.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.1	Obtain a vendor to initiate the EAL upgrade project.			Emergency Planning	3Q03	29-Aug-03	3Q03	Purchase order.

tTrack IDs CA052680

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.2	Draft revision to EALs to restore regulatory compliance.			Emergency Planning	3Q03	16-Jan-04		Draft of EP Appendix B and EPIP 1.2.

tTrack IDs CA052681, CA055057

Resource	# Persons	Hrs Per Person	Comments
664LTECH	1	8	
300020 3005	2	8	
300360 3005	1	2	
300360 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.3	PORC approval of EAL revisions restoring regulatory compliance.			Emergency Planning	1Q04	16-Jan-04		PORC minutes documenting review.

tTrack IDs CA052682, CA055057

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.4	Obtain appropriate State and County approval of EAL revisions restoring regulatory compliance.			Emergency Planning	1Q04	16-Jan-04		Copy of State and County Approvals.

tTrack IDs CA052683, CA055057

Resource	# Persons	Hrs Per Person	Comments
664LCLER	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.5	Conduct training on EAL changes restoring regulatory compliance.			Training	1Q04	22-Jan-04	1Q04	Copy of completed training records.

tTrack IDs CA052686, CA055057

Resource	# Persons	Hrs Per Person	Comments
662LCLER	1	2	
300360 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.6	Implement EAL revisions restoring regulatory compliance.			Emergency Planning	1Q04	16-Jan-04	1Q04	Copy of PBF-0026a/c showing issue date for EP Appendix B and EPIP 1.2.

tTrack IDs CA055057

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.7	Draft EAL upgrade to NEI 99-01 scheme.			Emergency Planning	3Q03		2Q04	Copy of PBF-0026a/c for EP Appendix B and EPIP 1.2 drafted.

tTrack IDs CA052688

Resource	# Persons	Hrs Per Person	Comments
664LTECH	2	40	
CONTPRO	4	776	
300020 3005	3	120	
300130 3006	2	80	
300160 3009	1	20	
300360 3005	1	120	
300360 3009	1	120	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.8	PORC approval of EAL upgrade changes.			Emergency Planning	2Q04		2Q04	PORC meeting minutes documenting review.

tTrack IDs CA052689

Resource	# Persons	Hrs Per Person	Comments
660LCLER	2	16	
CONTPRO	3	700	
300020 3005	1	2	
300030 3009	1	2	
300180 3009	1	2	
300210 3009	1	2	
300270 3009	1	2	
300360 3005	1	2	
300360 3009	1	2	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.9	Submit site approved EAL upgrade changes to state and counties for approval.			Emergency Planning	2Q04		2Q04	Copy of transmittal letter.

tTrack IDs CA052690

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	2	
300360 3009	1	2	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.10	Obtain state and county approval of EAL upgrades and incorporate comments.			Emergency Planning	2Q04		2Q04	Copy of State and County approvals.

tTrack IDs CA052691

Resource	# Persons	Hrs Per Person	Comments
664LCLER	1	2	
300360 3005	1	4	
300360 3009	1	4	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.11	Submit site approved EAL upgrade changes to NRC for pre-approval.			Emergency Planning	2Q04		2Q04	Copy of transmittal letter.

tTrack IDs CA052692

Resource	# Persons	Hrs Per Person	Comments
662LCLER	1	2	
300360 3009	1	1	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.12	Conduct training on site approved EAL upgrade changes.			Training General	3Q04		2Q05	Copy of completed training records.

tTrack IDs CA052693

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	1	8	
300020 3005	1	4	
300020 3007	2	4	
300020 3008	4	4	
300020 3009	4	4	
300130 3006	10	4	
300180 3009	4	4	
300270 3005	4	4	
300270 3009	4	4	
300360 3005	1	8	
300360 3009	1	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.13	After NRC approval, implement upgraded EALs.			Emergency Planning	1Q05		2Q05	Copy of PBF-0026a/c showing issue date for EP Appendix B and EPIP 1.2.

tTrack IDs CA052694

Resource	# Persons	Hrs Per Person	Comments
660LCLER	2	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-004.14	Conduct an effectiveness review of upgraded EALs.			Emergency Planning	3Q05		4Q05	Assessment Report.

tTrack IDs EFR052695

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	24	
300140 3005	1	24	
300360 3005	1	16	
300360 3009	1	24	

Pillar of Excellence: OP **Priority** 1 3B 3G **CAP #** 050222 **Plan Type** Commitment **Plan Revision No:** 1

Focus Area: Emergency Preparedness (EP) **Plan Status** Open

Action Plan Title: Control / Maintenance of EP Required Equipment

Action Plan Number: OP-09-005

Problem Statement: The process and controls to implement EP required equipment is ineffective.

Causal Factors;

1 Configuration Control of some facilities has not been maintained effectively.

2 Equipment required for emergency response is not documented adequately.

3 Equipment required for EAL classifications is not well documented.

Objectives;

1 EP equipment and facilities are documented and controlled.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1	Develop a matrix of EP required equipment.			Emergency Planning	3Q03	13-Dec-03	4Q03	This is a high level step to capture all action steps associated with developing a matrix of EP equipment.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1.A	Develop matrix of EP equipment required to support SBCC / EOF facilities.			Emergency Planning	3Q03	28-Sep-03	3Q03	List of equipment added to the EP equipment matrix.

tTrack IDs CA052384

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1.B	Develop matrix of EP equipment required to support TSC facilities.			Emergency Planning	3Q03	14-Oct-03	4Q03	List of equipment added to the EP equipment matrix.

tTrack IDs CA052385

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1.C	Develop matrix of EP equipment required to support OSC facilities.			Emergency Planning	4Q03	17-Oct-03	4Q03	List of equipment added to the EP equipment matrix.

tTrack IDs CA052386

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1.D	Develop matrix of EP equipment required to support CR facilities.			Emergency Planning	4Q03	31-Oct-03	4Q03	List of equipment added to the EP equipment matrix.

tTrack IDs CA052388

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1.E	Develop matrix of EP equipment required to support AEOF / JPIC facilities.			Emergency Planning	4Q03	21-Nov-03	4Q03	List of equipment added to the EP equipment matrix.

tTrack IDs CA052389

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.1.F	Develop matrix of EP equipment required to support EAL classification.			Emergency Planning	4Q03	13-Dec-03	4Q03	List of equipment added to the EP equipment matrix.

tTrack IDs CA052390

Resource	# Persons	Hrs Per Person	Comments
300360 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.2	Update facility matrix to include administrative configuration control of EP related facilities and equipment.			Emergency Planning	3Q03	06-Jan-04	1Q04	List of equipment added to the EP equipment matrix.

tTrack IDs CA052408

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.3	Review matrix drafted in step 1.			Emergency Planning	1Q04	06-Jan-04	1Q04	Copy of signature sheets from review documents.

tTrack IDs CA052408

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	5	
300030 3005	1	5	
300360 3009	1	5	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.4	Document the licensing basis of required EP equipment contained in the matrix.			Emergency Planning	1Q04		2Q04	Basis summary document.

tTrack IDs CA052409

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	60	
300360 3005	1	60	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.5	Evaluate whether each piece of EP Equipment in the matrix meets its associated EP functional requirements.			Emergency Planning	1Q04		2Q04	Evaluation report.

tTrack IDs CA052413

Resource	# Persons	Hrs Per Person	Comments
300150 3004	2	60	
300170 3004	2	60	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.6	Perform an assessment of the equipment in the matrix for reliability / maintainability / obsolescence.			Emergency Planning	1Q04		2Q04	Copy of Assessment Report

tTrack IDs CA052414

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	20	
300150 3004	3	60	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.7	Evaluate the adequacy of preventative Maintenance (PM) performed on EP equipment contained in the matrix.			Emergency Planning	1Q04		2Q04	Report of maintenance scope adequacy.

tTrack IDs CA052415

Resource	# Persons	Hrs Per Person	Comments
300150 3004	3	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.8	Revise/ initiate PM procedures performed on EP equipment contained in the matrix and generate additional call-ups, as required.			Emergency Planning	2Q04		3Q04	List of actions taken vs. findings from the report on the Maintenance scope.

tTrack IDs CA052417

Resource	# Persons	Hrs Per Person	Comments
300150 3004	3	60	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.9	Create and formalize channel specific equivalent information as presently captured on PBF 2068g forms (Status of an RMS Channel Not in Service) as well as EAL data for each RMS channel.			Radiation Protection	2Q04		3Q04	Copy of PBF-2068g forms created.

tTrack IDs CA052419

Resource	# Persons	Hrs Per Person	Comments
300030 3005	1	16	
300360 3005	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.10	Revise RMSASRBs that are affected by EP equipment.			Operations	3Q04		4Q04	Approved procedure cover sheet.

tTrack IDs CA052420

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	16	
300200 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.11	Implement a procedure to address EP equipment that is not addressed via CHAMPS or RMS data forms.			Emergency Planning	4Q04		1Q05	Approved procedure cover sheet.

tTrack IDs CA052421

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	16	
300360 3005	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.12	Conduct an effectiveness review.			Emergency Planning	2Q05		2Q05	Effectiveness review report.

tTrack IDs EFR052422

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	24	
300140 3005	1	24	
300360 3005	1	16	
300360 3009	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-005.12.A	Facilitate independent and regulatory reviews.			Site VP & ECP	2Q05		2Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OP **Priority** 1 3C 3B , **CAP #** 051288 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Emergency Preparedness (EP) **Plan Status** In Closure

Action Plan Title: Include Sheltering in PARs

Action Plan Number: OP-09-006

Problem Statement: PBNP protective action recommendations do not include sheltering.

Causal Factors;

1 Changes in state and county plans after implementation of EPA-400 resulted in removing sheltering from PBNP's protective action recommendations.

Objectives;

1 PBNP's protective actions recommendations include a full range of recommendations.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-006.1	Meet with state and counties to discuss re-implementing sheltering as a PAR.			Emergency Planning	4Q03	25-Feb-04	1Q04	Meeting minutes.
		tTrack IDs	CA053364					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-006.2	Revise appropriate Eps and EPIPs to allow discussion of sheltering.			Emergency Planning	4Q03	25-Feb-04	1Q04	Copy of Index reflecting changed EPs and EPIPs.
		tTrack IDs	CA053364					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-006.3	Conduct briefing on changes to allow discussion of sheltering.			Emergency Planning	4Q03	25-Feb-04	1Q04	Copy of briefing material.
		tTrack IDs	CA053364					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-006.4	Meet with PBNP Dose/PAR Coordinators to discuss when to specifically recommend sheltering to the state and county.			Emergency Planning	4Q03	25-Feb-04	1Q04	Copy of Dose/PAR coordinators' recommendation(s).
		tTrack IDs	CA055679					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-09-006.5	Meet with State of Wisconsin, State of Minnesota, Prairie Island, and KNPP EP personnel to discuss specifically recommending sheltering and including the recommendation on the NARS form.			Emergency Planning	1Q04	25-Feb-04	1Q04	Copy of Meeting Minutes.
		tTrack IDs	CA055680					

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Improve CAP Action Request Screening and Prioritization, Operability Determination and Problem Reporting

Action Plan Number: OP-10-001

Problem Statement:
(1) The CAP screening process has not been fully effective at establishing station focus on the most risk significant issues.
(2) The quality of Operability Determinations (ODs) is inconsistent.

Causal Factors:
1 The CAP Screening Team did not adequately screen Action Requests (AR) that emphasized nuclear risk and operability.
2 The CAP Screening Team did not fully understand their roles and responsibilities.
3 Some Operability Deteriminations have lacked rigor and have needed to be revised.

Objectives:
1 The CAP Screening Team effectively establishes CAP priorities and focus for CAP ARs based upon defined screening criteria.
2 Implement the NMC fleet operability determination process.
3 Senior plant management owns CAP screening.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.1	Revise the CAP AR screening process to provide clear focus on the most significant items based upon nuclear safety and risk.			Performance Assessment		14-Feb-03	2Q03	Documented screening criteria.
		tTrack IDs	CA030558					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.2	Conduct briefing for CAP Screening Team members on their roles and responsibilities and on CAP program elements.			Performance Assessment		22-May-03	2Q03	Documentation of briefing.
		tTrack IDs	OTH028137					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.3	Provide tools to aid in CAP Screening.			Performance Assessment		14-Feb-03	2Q03	Issued workflow/decision-making chart.
		tTrack IDs	CA030558					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.4	Communicate the new CAP screening practices and reasoning to site personnel.			Performance Assessment		14-Feb-03	2Q03	Internal memo from Site VP.
		tTrack IDs	CA030558					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.5	Implement screening criteria that emphasizes EP Risk Significance Planning Standards into Station procedures.			Performance Assessment		09-Apr-03	2Q03	Revised NMC Corrective Action Procedure to include EP Risk Significance Planning Standards.
		tTrack IDs	CA027792					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.6	Perform benchmarking of screening improvements.			Performance Assessment		15-Apr-03	2Q03	Documented assessment report.
		tTrack IDs	OTH028220					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.7	Assess the effectiveness of the CAP Screening Team during the 2nd quarter of 2003.			Nuclear Oversight	2Q03	30-Jun-03	2Q03	Issued effectiveness review report.
		tTrack IDs	OTH029052					

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.8	Assess the effectiveness of the CAP Screen Team during the 4th quarter of 2003.			Nuclear Oversight	4Q03	12-Dec-03	4Q03	Issued effectiveness review report.

tTrack IDs OTH028136

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.9	Develop a Conditions Adverse to Quality status report.			Performance Assessment	2Q03	09-Jan-04	1Q04	Published status report.

tTrack IDs CA030564

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.10	Brief Operability Determination expectations & requirements with Shift Managers at monthly meeting.			Plant Manager		14-May-03	2Q03	Completed record of briefing.

tTrack IDs CA030565

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.11	Implement the NMC Fleet Operability Determination procedure.			Engineering Programs	2Q03	10-Sep-03	3Q03	Fleet Procedure record of acceptance.

tTrack IDs CA030567

Resource	# Persons	Hrs Per Person	Comments
300150 3004	50	4	
300160 3004	54	4	
300160 3004	2	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.12	Provide Operators and Engineers training on the Operability Determination process.			Training	2Q03	22-Aug-03	3Q03	Completed training record.

tTrack IDs OTH029032

Resource	# Persons	Hrs Per Person	Comments
300020 3005	50	2	
300130 3005	1	40	
300150 3004	50	2	
300160 3004	40	2	
300170 3004	50	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.13	Develop specific plans for implementation to reinforce reporting of problems.			Assessment		14-Mar-03	2Q03	Completed plans.

tTrack IDs OTH028195, OTH028196, OTH028197, OTH028198, OTH028200, OTH028201, OTH028202, OTH028203, OTH028204, OTH028205, OTH028206, OTH028207, OTH028208

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.13.A	As follow-up to Step OP-10-001.13, provide a reinforcement of problem identification expectations to the site.			Assessment	3Q03	23-Oct-03	4Q03	E-mail showing plant group identified in Action Step OP-10-001.13 acknowledgement of distributed message.

tTrack IDs CA031696

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.14	Perform an external assessment of the effectiveness of the screening process (assessment is to include review for Level "A" event misclassification, and percentage of Level "B" events properly categorized).			Performance Assessment	1Q04		2Q04	Assessment report.

tTrack IDs EFR030568

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.14.A	Facilitate independent and regulatory reviews.			Site VP & ECP	3Q05		4Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-001.15	Perform an effectiveness review of ODs via the QRT process and report results to Senior Management.			Engineering Design	3Q03	20-Feb-04	1Q04	Completed Effectiveness Review Report.

tTrack IDs EFR031948

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	60	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: CAP Activity Completion Prior to Due Date and Backlog Minimization

Action Plan Number: OP-10-002

Problem Statement: Corrective Actions have not been timely.

Causal Factors:

1 Oversight of the Corrective Action Program has not been fully effective.
2 Overdue activities were not closely monitored and actions were not taken to correct this problem.
3 Due date extensions were not monitored.
4 Personnel were held to various levels of accountability in meeting dates.

Objectives:

1 Reduce the number of overdue and extended CAP actions.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.1	Provide status updates to CARB on overdue CAP Activities.			Performance Assessment	1Q03	28-Feb-03	2Q03	Standard CARB agenda item for overdue CAPs.
		tTrack IDs	OTH028161					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.2	Develop and communicate Management Expectations regarding overdue items and due date extensions.			Site VP & ECP	1Q03	28-Feb-03	2Q03	NMP 2003-0153 issued.
		tTrack IDs	OTH029862					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.3	Establish a CAP Overdue Clock Performance Indicator.			Performance Assessment	1Q03	28-Feb-03	2Q03	Performance Indicator established.
		tTrack IDs	OTH029866					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.4	(1) Develop a plan for reducing overdue items and use of extensions. (2) Develop and communicate Management Expectations to ensure program accountability.			Performance Assessment	1Q03	06-Mar-03	2Q03	NPM 2003-0153 issued.
		tTrack IDs	OTH028184					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.5	Conduct Root Cause Evaluation revision associated with lack of bias toward action.			Engineering	1Q03	08-Jul-03	2Q03	See Action Plan Step OR-07-002.18 associated with the streaming analysis performed from SOER 02-04. This step considered closed to avoid duplicate tracking.
		tTrack IDs	N/A					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.6	Develop a plan to reduce the CAP open action item backlog.			Engineering Processes	1Q03	07-Mar-03	2Q03	Provide documentation for implementing the backlog reduction of open CAP action items.
		tTrack IDs	OTH028170					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.7	Reduce CAP backlog in Engineering.			Engineering Processes	1Q03		2Q04	Completed backlog reduction plan.

tTrack IDs CA031697

Resource	# Persons	Hrs Per Person	Comments
300150 3004	33	6	
300160 3004	40	9	
300170 3004	35	25	
300180 3004	12	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.8	Review backlog of Level "C" & "D" CAPs and reduce backlog.			Performance Assessment	1Q03	26-Jun-03	2Q03	Documented review of backlog.

tTrack IDs CA030579

Resource	# Persons	Hrs Per Person	Comments
300270 3009	6	10	
300380 3005	2	18	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.9	Perform an effectiveness review.			Performance Assessment	1Q04	27-Jan-04	1Q04	Documented effectiveness review report.

tTrack IDs EFR030580

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.10	Perform an effectiveness review on the CAP Performance Indicator associated with Due Date Extensions.			Performance Assessment			4Q04	Completed effectiveness review report.

tTrack IDs EFR055311

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-002.11	Evaluate the results of EFR030580 with CARB and determine what actions are needed to continue improvements in this area.			Performance Assessment		18-Feb-04	1Q04	CARB Meeting Minutes and followup actions, if required.
		tTrack IDs	CA055254					

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Effective CAP Monitoring

Action Plan Number: OP-10-003

Problem Statement: CARB has not effectively provided oversight and monitoring of the Corrective Action Program.

Causal Factors:

1 CARB has not focused on overall CAP performance such as CAP Performance Indicators, CAP Trend Reports, and general CAP performance.

2 CARB members had an inconsistent understanding of their roles and responsibilities.

3 CAP Performance Indicators have been narrowly focused.

Objectives:

1 CARB members execute their roles and responsibilities as CARB members.

2 CARB routinely monitors CAP performance and provides appropriate oversight and direction of the CAP.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.1	Develop a CARB Charter. Standardize CARB meeting agenda.			Performance Assessment		12-Mar-03	2Q03	Approved and published CARB charter. Published standard meeting agenda.
		tTrack IDs	OTH028161					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.2	Provide CARB member briefing covering key CAP elements and their role in the oversight of the program.			Performance Assessment		20-May-03	2Q03	Documented record of briefing.
		tTrack IDs	OTH028167					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.3	Review and revise performance indicators.			Performance Assessment		20-May-03	2Q03	CAP Performance Indicators issued.

tTrack IDs OTH028210

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.4	Assess the quality of corrective actions on a quarterly basis through 4th qtr 2004. Results presented to CARB on a quarterly basis.			Nuclear Oversight	1Q03		1Q05	Issued Assessment Reports and documentation of presentations in CARB meeting minutes. Completion of substeps OP-10-003.4.A through D.

tTrack IDs OTH029055, OTH029056, OTH029057, See Substeps

Resource	# Persons	Hrs Per Person	Comments
300140 3005	5	120	10 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.4.A	Assess the quality of corrctive actions for the first quarter of 2004. Results presented to CARB.			Nuclear Oversight	2Q04		2Q04	Issued Assessment Reports and documentation of presentations in CARB meeting minutes.

tTrack IDs CA054209

Resource	# Persons	Hrs Per Person	Comments
300140 3005	5	120	10 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.4.B	Assess the quality of corrective actions for the second quarter of 2004. Results presented to CARB.			Nuclear Oversight	3Q04		3Q04	Issued Assessment Reports and documentation of presentations in CARB meeting minutes.

tTrack IDs CA054210

Resource	# Persons	Hrs Per Person	Comments
300140 3005	5	120	10 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.4.C	Assess the quality of corrective actions for the third quarter of 2004. Results presented to CARB.			Nuclear Oversight	4Q04		4Q04	Issued Assessment Reports and documentation of presentations in CARB meeting minutes.

tTrack IDs CA054211

Resource	# Persons	Hrs Per Person	Comments
300140 3005	5	120	10 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.4.D	Assess the quality of corrective actions for the fourth quarter of 2004. Results presented to CARB.			Nuclear Oversight	1Q05		1Q05	Issued Assessment Reports and documentation of presentations in CARB meeting minutes.

tTrack IDs CA054212

Resource	# Persons	Hrs Per Person	Comments
300140 3005	5	120	10 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.5	Present the CAP activity rejection rate information to CARB on a periodic basis through 4th qtr 2004.			Performance Assessment	1Q03	22-Jan-04	1Q04	Completion of substeps OP-10-003.5A through D and cration of new step to track presentation to CARB for 2004 information.

tTrack IDs See Substeps

Resource	# Persons	Hrs Per Person	Comments
300380 3005	3	48	4 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.5.A	Improve the Value added by Quality Checks by: 1) Reducing the backlog 2) Better communicating problems noted during Quality Checks to the Leadership Team 3) Clarify Quality Check guidance to ensure empasis is placed on CAPs that reflect Conditions Adverse to Quality			Assessment		15-Apr-03	1Q04	

tTrack IDs OTH028539

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.5.B	Present corrective Action rejection information to CARB, 2nd Quarter.			Assessment		26-Jun-03	3Q03	A copy of the Quality Check rejection rate indicator and a copy of the CARB Minutes
		tTrack IDs	OTH029058					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.5.C	Present corrective Action rejection information to CARB, 3rd Quarter.			Assessment	3Q03	10-Oct-03	4Q03	A copy of the Quality Check rejection rate indicator and a copy of the CARB Minutes
		tTrack IDs	OTH029059					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.5.D	Present corrective Action rejection information to CARB, 4th Quarter.			Assessment	4Q03	22-Jan-04	1Q04	A copy of the Quality Check rejection rate indicator and a copy of the CARB Minutes
		tTrack IDs	OTH029060					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.6	Perform assessment of CARB improvements.			Performance Assessment		15-Apr-03	2Q03	Issued assessment report.
		tTrack IDs	OTH028220					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.7	Implement a method for monitoring the quality of corrective actions. Present the 1Q2003 results to CARB.			Nuclear Oversight		30-Apr-03	2Q03	Results documented in CARB meeting minutes.
		tTrack IDs	OTH028185					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.8	Present corrective action rejection data to CARB.			Performance Assessment		15-Apr-03	2Q03	CARB meeting minutes record presentation.

tTrack IDs OTH028186

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.9	Monitor self-reporting ratios on a quarterly basis and include in CAP Trend Reports.			Performance Assessment		01-Apr-03	2Q03	Approved Quarterly Trend Report containing SIPR data.

tTrack IDs OTH028209

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.10	Assess the effectiveness of CARB in monitoring the health of the CAP and promoting line ownership of the CAP (after the new CARB process implemented).			Nuclear Oversight	2Q03	15-Mar-04	1Q04	Completed effectiveness report.

tTrack IDs EFR030582

Resource	# Persons	Hrs Per Person	Comments
300140 3005	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.11	Present the CAP activity rejection rate information to CARB for first through fourth quarters 2004.			Performance Assessment	2Q04		1Q05	Completion of substeps OP-10-003.11.A through D.

tTrack IDs See Substeps

Resource	# Persons	Hrs Per Person	Comments
300380 3005	3	48	4 per month

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.11.A	Present first quarter 2004 corrective action rejection information to CARB.			Performance Assessment	2Q04		2Q04	A copy of the Quality Check rejection rate indicator and a copy of the CARB minutes.
		tTrack IDs	CA054215					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.11.B	Present second quarter 2004 corrective action rejection information to CARB.			Performance Assessment	3Q04		3Q04	A copy of the Quality Check rejection rate indicator and a copy of the CARB minutes.
		tTrack IDs	CA054216					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.11.C	Present third quarter 2004 corrective action rejection information to CARB.			Performance Assessment	4Q04		4Q04	A copy of the Quality Check rejection rate indicator and a copy of the CARB minutes.
		tTrack IDs	CA054217					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-003.11.D	Present fourth quarter 2004 corrective action rejection information to CARB.			Performance Assessment	1Q05		1Q05	A copy of the Quality Check rejection rate indicator and a copy of the CARB minutes.
		tTrack IDs	CA054218					

Pillar of Excellence:	OP	**Priority**	1 3C 3B	**CAP #** 031160	**Plan Type**	Commitment	**Plan Revision No:** 3
Focus Area:	Corrective Action Program (CAP)						**Plan Status** Open
Action Plan Title:	CAP Resolutions Effectively Addresses Problems						
Action Plan Number:	OP-10-004						

Problem Statement: Corrective actions do not always resolve problems.

Causal Factors;

1 Some corrective actions taken have not resolved the identified problems.
2 Ownership of significant station issues was not consistently assigned to ensure timely issue resolution.
3 Some personnel do not understand their roles & responsibilities in the Corrective Action Program.

Objectives:

1 A Technical Review Panel is established (and in place until the Site VP and Plant Managment agree the need no longer exists) to review selected corrective actions to ensure the actions taken effectively resolve the issue.
2 Issue Owners are assigned to significant issues.
3 Station personnel are aware of their roles and responsibilities in the Corrective Action Program (CAP).
4 Corrective Action Program improvements have led to timely corrective actions that resolve problems.
5 Managers monitor and improve the health of the CAP Program at a station and an individual department level.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.1	Develop a method to assign an "Issue Owner" to significant issues.			Assessment		28-Feb-03	2Q03	CAP Screening Team guidance form.
		tTrack IDs	OTH028191					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.2	Review all open Priority 5 CAP items and either close with no action or reprioritize the item.			Performance Assessment		28-Feb-03	2Q03	Documentation of completed scrub.
		tTrack IDs	OTH028171, OTH028172, OTH028173, OTH028174, OTH028175, OTH028176, OTH028177, OTH028178, OTH028179, OTH028180, OTH028181, OTH028182, OTH028183					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.3	Conduct a Stream Analysis of the Corrective Action Program issues.			Performance Assessment		08-Apr-03	2Q03	Documented CAP Stream Analysis results.
		tTrack IDs	OTH028169					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.4	Conduct briefing for station personnel (individual contributors) covering key elements of the CAP and their roles & responsibilities.			Performance Assessment	1Q03	20-Jun-03	2Q03	Briefing attendance records.
		tTrack IDs	OTH028216					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.5	Review lesson plan ORI-01-LPARP for changes to the new employee CAP lesson plan against program changes and improvements. Revise as required.			Training		06-May-03	2Q03	Documented review of ORI-01-LPARP, or issued revision of that lesson plan.
		tTrack IDs	OTH028218					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.6	Reduce Quality Check backlog. Communicate problems noted during Quality Check to the CARB. Clarify Quality Check guidance to ensure emphasis is placed on CAPs that involve CAQs.			Performance Assessment		10-Apr-03	2Q03	CARB minutes of initial review of quality check information and copy of CAP performance indicator for quality check.
		tTrack IDs	OTH028539					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.7	Create a technical panel to perform a multi-discipline review of the Corrective Actions from root causes and other significant Corrective Actions to ensure appropriate actions are being taken to address the problem. The panel will remain in place until the Site VP and Plant Manager agree the need no longer exists.			Assessment	2Q03	15-Apr-03	2Q03	Documentation of Technical Review Board.

tTrack IDs OTH029030, OTH029031

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.8	Develop desktop guide to assist supervisors and CAP Liaisons in the review and closeout of corrective actions.			Performance Assessment	2Q03	14-Jul-03	3Q03	Desktop guide issued.

tTrack IDs CA030586

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.9	Conduct briefing to improve Apparent Cause Evaluation and Condition Evaluation awareness.			Performance Assessment	2Q03	14-Aug-03	3Q03	Briefing attendance records.

tTrack IDs CA030587

Resource	# Persons	Hrs Per Person	Comments
300270 3005	15	2.5	
300270 3005	50	2.5	
300380 3009	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.10	Assess feedback from CAP Key Element and Roles & Responsibilities briefing provided to station personnel.			Performance Assessment	2Q03	30-Jul-03	3Q03	Documentation of feedback assessment and any necessary CAP changes implemented.

tTrack IDs CA030588

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.11	Conduct an assessment of the use of the CAP by Maintenance.			Maintenance Programs & Facilities	4Q03	22-Dec-03	4Q03	Assessment report.

tTrack IDs CA031300

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.12	Perform an effectiveness review (including validation of effectiveness of Technical Review Panel, Issue Managers, and station personnel awareness of their roles and responsibilities in CAP). Employee surveys are to be used as a method of validation.			Performance Assessment	1Q04		2Q04	Documented effectiveness review report.

tTrack IDs EFR031301

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.12.A	Facilitate independent and regulatory reviews.			Site VP & ECP	3Q04		3Q04	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.13	Provide hands-on workshops of t-Track as familiarization to personnel who request workshop attendance.			Performance Assessment	2Q03	09-Jan-04	1Q04	Attendance lists.

tTrack IDs CA031698

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.14	Perform a follow-up Effectiveness Review to ensure that actions taken remain effective.			Performance Assessment	4Q04		4Q04	Documented effectiveness review report.

tTrack IDs EFR055571

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.14.A	Facilitate independent and regulatory reviews.			Site VP & ECP	1Q05		1Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.15	Nuclear Oversight assessment of procedure compliance and effectiveness of issue manager program.			Nuclear Oversight			2Q04	Documented assessment report.

tTrack IDs SA055911

Resource	# Persons	Hrs Per Person	Comments
300140 3005	2	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.16	Expand CARB membership.			Performance Assessment			2Q04	Documented CARB membership change.

tTrack IDs CA055913

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.17	Communicate Change Management Plan (CMP 2004-06) to CARB.			Performance Assessment	1Q04	24-Mar-04	1Q04	CARB meeting minutes.

tTrack IDs CA056507

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-004.18	Perform an Effectiveness Review (EFR) once CMP 2004-06 has been completed for one calendar quarter. The review is to consist of: an evaluation of the inventory of open CAPs, a sample review of Level D CAPs assigned to the non-CAP portion of the system and a sample review of the quality of CAP activity closures.			Performance Assessment	1Q05		1Q05	Completed Effectiveness Review (EFR).

tTrack IDs EFR056763

Resource	# Persons	Hrs Per Person	Comments
300380 3009	3	40	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: CAP Trending

Action Plan Number: OP-10-005

Problem Statement: Trend coding and trend analyses have not been used effectively to identify and correct adverse trends.

Causal Factors;

1 The CAP trending process was not considered a value added activity or priority by station management.
2 Some CAP Liaisons have not received training on trend coding and trend analysis.
3 CAP trending information is not an input into Training.

Objectives;

1 CAP Trend Reports reflect station peformance and identify potential adverse trends.
2 CAP Trend Reports are used by station managers and supervisors to resolve emerging issues.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.1	Develop a method to address the CAP AR trend coding backlog.			Performance Assessment		24-Feb-03	2Q03	Documented method to address CAP trend coding backlog.
		tTrack IDs	OTH028138					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.2	Trend code the Level A & B CAPs from 2002.			Performance Assessment		12-Jun-03	2Q03	A report shows no 2002 Level A & B CAPs that have not been trend coded.
		tTrack IDs	OTH029881					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.3	Develop a method to trend code CAP ARs in a timely manner.			Performance Assessment		24-Feb-03	2Q03	Documented method for trend coding ARs at the front end of the process.
		tTrack IDs	OTH028138, OTH028150					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.4	Identify trigger thresholds for adverse trend identification (E, PM, PO, PC, PR, T)			Performance Assessment		06-May-03	2Q03	Documented thresholds defining adverse trend criteria for appropriate departments.
		tTrack IDs	OTH028139, OTH028140, OTH028141, OTH028142, OTH028143, OTH028144, OTH028145, OTH028146, OTH028147					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.5	Review CAP trend capabilities and Trend Report format with CARB using a completed Trend Report.			Performance Assessment		21-Apr-03	2Q03	Issued 4th Qtr 2002 CAP Trend Report.
		tTrack IDs	OTH028148					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.6	Establish standard CARB agenda and Charter.			Performance Assessment		12-Mar-03	2Q03	Approved CARB Charter & meeting agenda that directs the review of CAP Trend Reports.
		tTrack IDs	OTH028161					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.7	Improve CAP trending (develop an approach for acceptance by Senior Management). Determine how to include trending of equipment failures.			Engineering Equipment Performance		02-May-03	2Q03	Recommendation on how to implement equipment failure trending.
		tTrack IDs	OTH028151					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.8	Provide trend coding and trend analysis briefing to CAP Liaisons.			Performance Assessment		10-Apr-03	2Q03	Briefing attendance sheets.
		tTrack IDs	OTH028157					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.9	Perform benchmark of CAP trending.			Performance Assessment		20-May-03	2Q03	Trending benchmarking report.
		tTrack IDs	OTH029028					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.10	Incorporate CAP trending data into the TAC/CRC processes.			Training		24-Jul-03	3Q03	TAC & CRC process revised.
		tTrack IDs	CA030589					

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.11	Develop process to trend and analyze selected equipment failures.			Engineering Programs	2Q03	16-Feb-04	1Q04	Documented process for trending failures of selected equipment types.

tTrack IDs OTH029883

Resource	# Persons	Hrs Per Person	Comments
300150 3009	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.11.A	Implement process to trend and analyze selected equipment failures.			Engineering Equipment Performance	3Q04		3Q04	Completed call-up and initiation of CAPs for identified trends, as required.

tTrack IDs CA055572

Resource	# Persons	Hrs Per Person	Comments
300160 3004	10	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.12	Perform an Effectiveness Review of how well CAP Trend Reports are used by managers and supervisors to correct emerging issues. (Review to include assurance that periodic reports are issued and reviewed by plant management and that declining performance trends are identified and actions are taken to correct performance).			Performance Assessment	1Q04	02-Mar-04	1Q04	Effectiveness review report.

tTrack IDs EFR030590

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.12.A	Perform an Effectiveness Review (as follow-up to EFR030590) to assure that periodic trend reports are issued and reviewed by Plant Management and that declining performance trends are identified and actions are taken to correct performance.			Performance Assessment	3Q04		3Q04	Effectiveness Review (EFR) report.

tTrack IDs EFR056172

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-005.13	Perform a closeout effectiveness review. (Review to include assurance that periodic reports are issued and reviewed by plant management and that declining performance trends are identified and actions are taken to correct performance).			Performance Assessment	1Q05		1Q05	Documented Effectiveness Review Report.

tTrack IDs EFR055573

Resource	# Persons	Hrs Per Person	Comments
300380 3005	2	40	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Effective Root Cause Evaluations

Action Plan Number: OP-10-006

Problem Statement: Root Cause Evaluations (RCEs) have not been fully effective at improving station performance and preventing some repeat events.

Causal Factors;

1 Root Cause Evaluations were typically performed by individual evaluators instead of root cause teams.
2 There are no formal requirements for root cause team evaluators or team leaders.
3 Root Cause Evaluation progress was not monitored by station management.
4 CARB Root Cause quality assessment scoring methodology was not fully effective.

Objectives;

1 Average Root Cause Evaluation quality grade is greater than/equal to 80.
2 Reduce recurrent problems through improved root cause quality.
3 Individuals receive instruction to become root cause evaluators and team leaders.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.1	Establish a Root Cause mentor and strengthen the RCE Management Sponsor criteria.			Performance Assessment		21-Mar-03	2Q03	RCE charter documenting mentor and sponsor criteria.
		tTrack IDs	OTH028187					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.2	Provide Root Cause Evaluator refresher briefing.			Performance Assessment		22-May-03	2Q03	Briefing attendance records.
		tTrack IDs	OTH028188					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.3	Promote the use of RCE Teams vice single investigators for significant event investigation.			Performance Assessment	1Q03	21-Mar-03	2Q03	Documented in RCE charter.
		tTrack IDs	OTH028187					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.4	Develop RCE Evaluator certification standard.			Performance Assessment	1Q03	22-Apr-03	2Q03	Approved RCE certification card.
		tTrack IDs	OTH028189					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.5	Develop a defined approach or methodology for RCE Charter and Scope development.			Performance Assessment	1Q03	21-Mar-03	2Q03	RCE Charter template.
		tTrack IDs	OTH028187					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.6	Develop guidance for improved Extent of Condition assessment.			Performance Assessment	1Q03	29-Aug-03	3Q03	Improved guidance for Extent of Condition assessments.
		tTrack IDs	PCR028386					

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.7	Develop a certification to function as a Root Cause Evaluation Team Leader.			Performance Assessment	1Q03	30-Apr-03	2Q03	Approved RCE Team Leader Certification Card.
		tTrack IDs	CA028119					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.8	Revise NMC Fleet CAP procedure to direct the performance of a RCE for any NRC finding that is greater than GREEN.			Performance Assessment	1Q03	03-Apr-03	2Q03	Revised NMC Fleet CAP procedure.

tTrack IDs CA027792

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.9	Develop station expectation that RCE Management Sponsor provide periodic progress updates to CARB of an RCE in progress.			Performance Assessment	1Q03	12-Jun-03	2Q03	Revised CARB Charter.

tTrack IDs CA028121

Resource	# Persons	Hrs Per Person	Comments
300270 3009	6	1	
300380 3009	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.10	Develop a standard RCE grading criteria/checklist for CARB to utilize when reviewing RCEs.			Performance Assessment	1Q03	21-Mar-03	2Q03	Documented RCE grading criteria.

tTrack IDs CA030591

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.11	Assess recent root cause evaluations to verify that multi-disciplinary teams are being used for Root Cause Investigations where appropriate.			Performance Assessment	1Q03	21-Aug-03	3Q03	CAP Self Assessment report.

tTrack IDs EFR028122

Resource	# Persons	Hrs Per Person	Comments
300380 3009	3	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.12	During 2004 CAP Self Assessment verify that multi-disciplinary teams are being used for Root Cause Investigations where appropriate.			Performance Assessment	1Q04		3Q04	Completed CAP Self Assessment report.

tTrack IDs EFR028124

Resource	# Persons	Hrs Per Person	Comments
300380 3005	2	40	
300380 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.13	Train personnel on equipment root cause evaluation approach/procedure.			Engineering Processes	2Q03	16-Jun-03	2Q03	Completed training records or briefing sheets.

tTrack IDs OTH029029

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	120	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.14	Establish a continuing/refresher training course for Root Cause Evaluators.			Training	2Q03		3Q04	Training lesson plan developed.

tTrack IDs CA030592

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.15	Perform a closeout effectiveness review (independent assessment).			Performance Assessment	4Q04		4Q04	Documented effectiveness review report.

tTrack IDs EFR055574

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	40	
100000 1000	2	40	
300380 3005	1	40	
300380 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-006.15.A	Facilitate independent and regulatory reviews.			Site VP & ECP	1Q05		1Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Corrective Action Program (CAP) **Plan Status** In Closure

Action Plan Title: CAP Action Request (AR) Feedback

Action Plan Number: OP-10-007

Problem Statement: Problems and issues dispositioned under the CAP have not been well communicated to station personnel when they have requested it.

Causal Factors:

1 When CAPs are closed during screening, the initiator has not always been informed of closure.
2 Some personnel do not fully understand the CAP including their roles & responsibilities.
3 Personnel who request feedback during the evaluation are not always contacted.

Objectives:

1 Personnel are aware of their roles and responsibilities within the Corrective Action Program (CAP).
2 The CAP Initiator is contacted when a CAP is closed with no action and the CAP Initiator requested feedback.
3 A process is established for providing feedback for problems and issues dispositioned under the Corrective Action Program (CAP).

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-007.1	Develop a protocol to improve feedback to the CAP initiator and communicate to employees.			Assessment	1Q03	28-Feb-03	2Q03	Management expectations documented for the CAP Screening Team to provide feedback.

tTrack IDs OTH028168

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-007.2	Conduct briefing for individual contributors covering the key elements of the CAP and their roles/responsibilities.			Performance Assessment	1Q03	20-Jun-03	2Q03	Documentation of briefing attendance.

tTrack IDs OTH028216

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	40	
300380 3009	2	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-007.3	Develop/implement an approach to promote the long-term benefits of the CAP to the end user.			Performance Assessment	1Q03	23-May-03	2Q03	Summary of actions taken to assist with promoting the CAP.

tTrack IDs OTH028537

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-007.4	Communicate/advertise success stories.			Performance Assessment	2Q03	29-Jul-03	3Q03	Documentation of success stories communicated.

tTrack IDs CA030595

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-007.6	Perform an Effectiveness Review.			Performance Assessment	4Q03	03-Dec-03	4Q03	Documented effectiveness review report.

tTrack IDs EFR030596

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Corrective Action Program (CAP) **Plan Status** In Closure

Action Plan Title: CAP Effectiveness Reviews

Action Plan Number: OP-10-008

Problem Statement: CAP effectiveness reviews of completed corrective actions have not always been consistent.

Causal Factors:

1 Effectiveness reviews were only performed on events/issues where a Root Cause Evaluation was conducted.

2 Guidance for when to perform an effectiveness review was not sufficient.

Objectives:

1 Implement a method for ensuring that effectiveness reviews are consistently conducted.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-008.1	Assess existing guidance for adequate detail to conduct RCE effectiveness reviews.			Performance Assessment	1Q03	21-Jul-03	3Q03	Documented assessment.

tTrack IDs OTH028530

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-008.2	Develop and implement a method to ensure issues identified by CAP screen team that are not root cause evaluations are verified by an effectiveness review when warranted.			Performance Assessment	1Q03	04-Apr-03	2Q03	Issue workflow/decision-making chart.

tTrack IDs OTH028193

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-008.3	Perform an effectiveness review.			Performance Assessment	4Q03	17-Dec-03	4Q03	Documented effectiveness review report.

tTrack IDs EFR031302

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 031160 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: CAP Assignments are Based on Knowledge and Skill

Action Plan Number: OP-10-009

Problem Statement: CAP performance needs improvement because some departments have not fully implemented the CAP liaison concept.

Causal Factors;

1 Several departments do not have a CAP Liaison assigned to mentor the process.
2 The roles and responsibilities of the CAP Liaisons are not well defined.
3 There is no formal indoctrination for CAP Liaisons.

Objectives;

1 Appropriate departments have a fully certified CAP Liaison.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.1	Develop and implement a CAP Liaison certification standard.			Performance Assessment	1Q03	22-May-03	2Q03	CAP Liaison certification standard.
		tTrack IDs	OTH028213					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.2	Clarify CAP Liaison roles and responsibilities.			Performance Assessment	1Q03	22-May-03	2Q03	Documented CAP Liaisons roles and responsibilities.
		tTrack IDs	OTH028213					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.3	Identify gaps in CAP Liaison coverage and develop plans to fill gaps where appropriate.			Assessment	1Q03	22-May-03	2Q03	CAP Liaison gaps identified and plans completed.
		tTrack IDs	OTH028548, OTH028549, OTH028565					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.4	Identified departments to fill CAP Liaison gaps.			Assessment	2Q03	21-Jul-03	3Q03	Department CAP liaisons assigned.

tTrack IDs OTH029899, CA027787, CA031305

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	40	
300210 3009	1	40	
300350 3005	1	40	
300360 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.5	Review CAP Liaison positions for gaps to ensure adequate support and coverage of the CAP.			Assessment	2Q03	08-Jul-03	3Q03	See Action Step OP-10-009.4. This item is considered closed to avoid duplicate tracking.

tTrack IDs N/A

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.6	Assess progress of CAP Liaisons certification.			Performance Assessment	2Q04		3Q04	Assessment Report

tTrack IDs EFR031303

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-009.7	Provide new CAP Liaisons with expectations and certification cards at an indoctrination meeting.			Performance Assessment	3Q03	28-Aug-03	3Q03	Meeting minutes.

tTrack IDs CA031840

Resource	# Persons	Hrs Per Person	Comments
300040 3004	1	2	
300210 3004	1	2	
300350 3008	1	2	
300380 3009	1	10	

Pillar of Excellence: OP **Priority** 2 3C 3B **CAP #** 031808 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Operating Experience (OE) Improvement Plan

Action Plan Number: OP-10-010

Problem Statement: Operating Experience (OE) has not been effectively used to prevent events and improve station performance.

Causal Factors;

1 Expectations have not been communicated or reinforced that OE is part of our core business.
2 OE data is spread between two databases.
3 There is no procedure for plant personnel to acquire OE, nor any documented expectation for its use.
4 The implementing procedure for processing OE lacks sufficient detail.

Objectives;

1 Expectations are clearly communicated.
2 OE is contained within a single database.
3 Procedures for acquiring and processing OE are issued.
4 OE data is effectively used to improve the quality of work.

Action Steps;

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.1	Develop and implement a new external Operating Experience Procedure that specifies roles and responsibilities and details of the OE program and process.			Assessment	4Q03	10-Jan-04	1Q04	Approved Procedure.

tTrack IDs CA029464

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	6	
300140 3005	1	20	
300160 3004	1	6	
300270 3009	1	10	
300380 3005	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.2	Cancel AM 3.13.			Assessment	4Q03	26-Dec-03	1Q04	Canceled AM 3.13

tTrack IDs CA030600

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.3	Establish Operating Experience Points of Contact (OEPOC) and brief the OEPOCs on their duties.			Assessment	3Q03	29-Jul-03	3Q03	OEPOCs established and briefing documented.

tTrack IDs CA030601

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	5	
300020 3005	1	5	
300030 3005	1	5	
300130 3004	1	5	
300140 3005	1	5	
300150 3004	1	5	
300160 3004	1	5	
300170 3004	1	5	
300210 3004	1	5	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.4	Develop a procedure on the acquisition and expectations for use of OE.			Assessment	4Q03	08-Jan-04	1Q04	Approved Procedure

tTrack IDs CA029465

Resource	# Persons	Hrs Per Person	Comments
662LTECH	1	40	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.5	Once established, the OEPOC will conduct a briefing for their respective groups on the OE action plan and the role of the OEPOC.			Assessment	3Q03	19-Aug-03	3Q03	Briefing documented.

tTrack IDs CA031759

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	5	
300020 3005	1	5	
300030 3005	1	5	
300130 3004	1	5	
300140 3005	1	5	
300150 3004	1	5	
300160 3004	1	5	
300170 3004	1	5	
300210 3004	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.6	Conduct an assessment of the use of Operating Experience in the development of Maintenance work plans.			Maintenance Programs & Facilities	2Q03	13-Aug-03	3Q03	Copy of the Assessment Report.

tTrack IDs CA030602

Resource	# Persons	Hrs Per Person	Comments
300050 3009	3	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.7	Revise NP 10.2.1, 10.2.2 and 10.2.4 to require planners to search for and use OE in the work plans.			Production Planning	3Q03	22-Jan-04	1Q04	Revised and issued NP 10.2.1, NP10.2.2, NP10.2.4

tTrack IDs CA030603

Resource	# Persons	Hrs Per Person	Comments
300040 3004	1	90	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.8	Brief the planners on the new standards for work packages.			Maintenance Programs & Facilities	1Q04	21-Jan-04	1Q04	Briefing documented.

tTrack IDs CA030604

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.9	Develop an OE website.			Assessment	3Q03	24-Mar-04	1Q04	Accessible OE web page

tTrack IDs OTH028689

Resource	# Persons	Hrs Per Person	Comments
662LTECH	1	90	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.10	Implement a structured process for acquiring and disseminating OE for major work week activities.			Assessment	4Q03	07-Jan-04	1Q04	Documented procedure or guideline.

tTrack IDs CA030605

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.11	Assess the effectiveness of the use of OE at the DPM and POD.			Assessment	1Q04	10-Jan-04	1Q04	Documented assessment.

tTrack IDs CA030606

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.12	Improve the software interface to INPO newsgroups.			Business I/T Support & Infrastructures	3Q03	25-Nov-03	4Q03	Completed Software Work Request.

tTrack IDs CA030607

Resource	# Persons	Hrs Per Person	Comments
300220 3008	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.13	Conduct an assessment of the use of Operating Experience in the conduct of Maintenance pre-job briefings.			Maintenance Programs & Facilities	2Q03	12-Aug-03	3Q03	Assessment report.

tTrack IDs CA030608

Resource	# Persons	Hrs Per Person	Comments
300050 3009	3	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.14	Develop and implement procedural guidance to ensure that significant SOERs are living documents that are systematically revisited.			Assessment	4Q03	08-Jan-04	1Q04	Revised procedure.

tTrack IDs CA030610

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.15	Eliminate the use of two different databases for the tracking of OE.			Assessment	2Q03	03-Sep-03	3Q03	Open OE is available in t-Track.

tTrack IDs CA030611

Resource	# Persons	Hrs Per Person	Comments
300220 3008	1	120	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.16	Develop and implement a communication plan.			Assessment	4Q03	15-Dec-03	4Q03	Documented Communication Plan.

tTrack IDs CA030612

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	25	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.17	Generate a Request for Training (RFT) to evaluate OEPOC training and end user training.			Assessment	1Q04	08-Jan-04	1Q04	Completed RFT.

tTrack IDs CA030613

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.18	Revise the fleet OE procedure to strengthen the guidance on when to send OE out to the industry.			Assessment	4Q03	17-Dec-03	4Q03	Revised procedure.

tTrack IDs CA030614

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	5	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.19	Conduct an effectiveness review.			Assessment	2Q04		2Q04	Documented effectiveness review.

tTrack IDs CA030615

Resource	# Persons	Hrs Per Person	Comments
300380 3005	3	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.19.A	Facilitate independent and regulatory reviews.			Site VP & ECP	3Q04		3Q04	Plan closeout package for Step 19.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.20	Develop a performance indicator which measures evaluation quality.			Assessment	4Q03	08-Jan-04	1Q04	Documented performance indicator and requirements for monitoring.

tTrack IDs CA031912

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.21	Determine improvements required for the OE disseminated through the POD.			Assessment	1Q04	17-Feb-04	1Q04	Completed condition evaluation and submitted form PBF-0133b to ensure followup actions to this plan occur, if required.

tTrack IDs CE012966

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.22	Implement a new electronic method for access of OE for pre-job briefs for Maintenance.			Maintenance Services	1Q04		3Q04	Documentation of Maintenance use of OE during pre-job briefs.

tTrack IDs CA032717

Resource	# Persons	Hrs Per Person	Comments
300020 3008	1	80	
300050 3009	1	120	
300220 3008	1	80	
300380 3005	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.23	Perform an effectiveness review of the implementation of CA032717 within the Maintenance organization as well as effectiveness of this plan.			Assessment	1Q05		1Q05	Documented effectiveness review.

tTrack IDs EFR055188

Resource	# Persons	Hrs Per Person	Comments
000000 0000	2	40	
300020 3008	1	40	
300050 3009	1	40	
300380 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-010.24	Revise NP 5.3.11 to ensure that: - Topical OE is presented to the Managers at the POD. - Job specific OE is presented prior to the E-5 meeting. - The format for job specific OE includes a section on broader applicability.			Assessment	1Q04		2Q04	Revised NP 5.3.11.

tTrack IDs CA055836

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Pillar of Excellence: OP **Priority** 2 3C 6C **CAP #** 033342 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Improve Effectiveness of Self Assessments

Action Plan Number: OP-10-011

Problem Statement: Important elements of the continuous performance improvement process are not effective in driving needed station improvement.

Causal Factors;

1 Benchmarking has been over-reliant on informal comparisons with other NMC facilities.
2 Management and group observations are fragmented and not analyzed to detect or prevent adverse trends.
3 Self-assessments are often not performed as scheduled and do not take full advantage of industry peers.

Objectives;

1 Benchmarking is conducted in formal, systematic methods against industry performance.
2 Data from the job observation program is analyzed and disseminated to detect and prevent adverse trends.
3 Quality, focused self-assessments are routinely conducted.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.1	Create a change management plan to implement this plan.			Assessment	3Q03	13-Oct-03	4Q03	Approved Change Management Plan.

tTrack IDs CA030617

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.2	Validate the scope of this action plan by conducting a self assessment of our continuous improvement efforts.			Assessment	3Q03	11-Aug-03	3Q03	Documented assessment report.

tTrack IDs CA030075

Resource	# Persons	Hrs Per Person	Comments
300140 3007	1	40	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.2.A	Following validation of the scope, revise this action plan if appropriate.			Assessment	3Q03	11-Aug-03	3Q03	Revised action plan if required.

tTrack IDs CA030075

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3	Improve the job observation process.			Assessment	2Q03		2Q04	No deliverable required. This is a high level step to capture action steps associated with Job Observation Process Improvements.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3.A	Delete NP 13.3.1.			Assessment	3Q03	26-Nov-03	4Q03	NP 13.3.1 deleted.

tTrack IDs CA028604

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3.B	Delete NP 13.2.1.			Assessment	3Q03	26-Nov-03	4Q03	NP 13.2.1 deleted.

tTrack IDs CA030618

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3.C	Implement PACE database for job observation processes. Specific details are documented in Change Management Plan 2003-10.			Assessment	2Q03	23-Oct-03	4Q03	Useable common database on PBNP LAN.

tTrack IDs CA028603

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	40	
300020 3007	1	40	
300030 3005	1	40	
300050 3005	1	40	
300220 3008	1	40	
300380 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3.D	Perform an effectiveness review of site leadership observation programs.			Assessment	1Q04		2Q04	Documented effectiveness review.

tTrack IDs CA028467

Resource	# Persons	Hrs Per Person	Comments
000000 0000	1	20	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3.E	Develop Change Management Plan for PACE implementation.			Assessment	2Q03	12-Sep-03	3Q03	Approved Change Management Plan.

tTrack IDs CA030227

Resource	# Persons	Hrs Per Person	Comments
300220 3008	1	40	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.3.F	Issue Point Beach Site Observation Program, NP 13.6.1.			Assessment	4Q03	26-Nov-03	4Q03	NP 13.6.1 issued. NP shall include a definition of standards, expectations, trending, and reporting of observations.

tTrack IDs CA052990

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.4	Improve the benchmarking process.			Assessment	2Q03		2Q04	No deliverable required. This is a high level step to capture action steps associated with Benchmarking Process Improvements.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.4.A	Develop a benchmarking procedure.			Assessment	4Q03	07-Jan-04	1Q04	Issued procedure.

tTrack IDs CA028607

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.4.B	Develop a performance indicator for benchmarking.			Assessment	4Q03	07-Jan-04	1Q04	Approved Performance Indicator.

tTrack IDs CA030619

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.4.C	Perform benchmarking effectiveness review.			Assessment	2Q03		2Q04	Documented effectiveness review.

tTrack IDs CA028465

Resource	# Persons	Hrs Per Person	Comments
000000 0000	1	20	
300380 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.4.D	Revise NP 13.1.1 to eliminate requirement for trip report for benchmarking since benchmarking report is required.			Assessment	2Q03	12-Feb-04	2Q04	NP 13.1.1 revision

tTrack IDs CA030621

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5	Improve the focused self assessment process.			Assessment	2Q03		2Q04	No deliverable required. This is a high level step to capture action steps associated with Self Assessment Process Improvements.

tTrack IDs See Substeps

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5.A	Revise NP 13.1.1 to include additional detail on the conduct of self assessments.			Assessment	4Q03	13-Feb-04	1Q04	NP 13.1.1 revision.

tTrack IDs CA028605

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5.B	Revise AM 3-6 to reflect changes to PB self-assessment philosophy, if needed.			Assessment	2Q03		2Q04	AM 3-6 revision if needed.

tTrack IDs CA030622

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	5	
300380 3005	1	20	
300380 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5.C	Implement NMC SnapShot self-assessment process.			Assessment	2Q03	16-Jul-03	3Q03	Procedure issued for performing snapshot self-assessments.

tTrack IDs CA030623

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5.D	Proceduralize PB Quarterly Effectiveness Review guideline.			Assessment	4Q03		2Q04	Procedure issued for performing quarterly effectiveness reviews.

tTrack IDs CA030626

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	5	
300380 3005	1	40	
300380 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5.E	Reinforce procedural requirements for self assessments.			Assessment	2Q03	28-Jul-03	3Q03	Memo issued.

tTrack IDs CA030627

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.5.F	Develop a process for site leadership review of completed self-assessments.			Assessment	1Q04		2Q04	Documented process.

tTrack IDs CA030635

Resource	# Persons	Hrs Per Person	Comments
300380 3005	2	60	
300380 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.6	Maintenance Self Assessment Improvements.			Maintenance	1Q03	10-Dec-03	4Q03	No deliverable required. This is a high level step to capture action steps associated with Maintenance Self Assessment Improvements.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.6.A	Assign a Maintenance Self-Assessment Coordinator			Maintenance Programs & Facilities	2Q03	16-Jun-03	2Q03	A copy of the notification to the individual assigned and to the organization, which identifies the reporting relationships, and the roles and responsibilities of the Coordinator.

tTrack IDs CA030628

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.6.B	Establish and publish the criteria for selecting topics for Maintenance Self-Assessments.			Maintenance Programs & Facilities	2Q03	07-Jul-03	2Q03	Copy of the selection criteria.

tTrack IDs CA030629

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.6.C	Incorporate the Maintenance Self-Assessment Program in the Conduct of Maintenance Manual.			Maintenance	3Q03	10-Dec-03	4Q03	Copy of the applicable section(s) of the "Conduct of Maintenance Manual".

tTrack IDs CA030630

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.6.D	Establish a three year Maintenance Self-Assessment Plan and Schedule.			Maintenance Programs & Facilities	2Q03	08-Jul-03	3Q03	Copy of the Plan and Schedule.

tTrack IDs CA030632

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.6.E	Integrate results of Self Assessments into the Maintenance Quarterly Reports (QER) and ensure that the QER are used to refine the assessment plan and schedule. Include this in the Conduct of Maintenance Manual.			Maintenance	3Q03	10-Dec-03	4Q03	A copy of the applicable section(s) of the "Conduct of Maintenance Manual".

tTrack IDs CA030634

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.7	Implement a site wide integrated assessment reporting process.			Nuclear Oversight	1Q03		3Q04	Process implemented as required by OR-02-001.6.

tTrack IDs CA030273

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.8	Establish an expectation that managers review the key performance indicators with their departments on a monthly basis.			Plant Manager	1Q03	03-Apr-03	2Q03	Plant Manager expectations conveyed at POD and 2C's meetings.

tTrack IDs CA028606

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.9	Conduct an Effectiveness Review (EFR) of the continuous performance improvement process.			Assessment	3Q04		4Q04	Completed Effectiveness Review (EFR) report.

tTrack IDs EFR030637

Resource	# Persons	Hrs Per Person	Comments
000000 0000	2	40	
300380 3005	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-011.10	Establish a process whereby performance indicators relevant to each department are routinely reviewed by the departmental staffs.			Assessment	3Q04		3Q04	Documented process for performance indicator review by department.

tTrack IDs CA055887

Resource	# Persons	Hrs Per Person	Comments
300380 3005	1	40	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 049956 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Institutionalize Recent CAP Corrective Actions and Improvement Initiatives

Action Plan Number: OP-10-012

Problem Statement: Point Beach has implemented several CAP improvements over the past 9 months that have not been institutionalized and identified several other areas for improvement.

Causal Factors:

1 To accommodate immediate improvements, a number of initiatives were made to the CAP via methods other than approved procedures.

2 Existing CAP procedure contained weaknesses.

Objectives:

1 Strengthen the CAP to meet industry standards.

2 Recent CAP corrective actions and improvement initiatives are formally institutionalized to assure long-term retention and implementation.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.1	NMC Fleet CAP procedure usage of "should" versus "shall" may add too much flexibility to the process. Review usage of "should" versus "shall" and revise the fleet procedure as appropriate.			Assessment		29-Oct-03	4Q03	Documented review results and revised NMC Fleet procedure or guide (if required).

tTrack IDs CA052053

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.2	NMC Fleet CAP Significance Level matrix (Attachment 1) provides insufficient guidance for "moderate" and "minor" issues because they are undefined. Provide additional specific examples where appropriate.			Assessment		29-Oct-03	4Q03	Revised NMC Fleet procedure or guide.

tTrack IDs CA052054

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.3	NMC CAP procedure identifies an NRC Green finding as Level C and implies Non-CAQ. Revise the NMC CAP procedure to make NRC Green findings a Level B significance level.			Assessment		12-Sep-03	3Q03	Revised NMC Fleet procedure or guide.

tTrack IDs CA052055

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.4	NMC Fleet CAP procedure provides no specific guidance for "significant." Provide improved examples for significance level determination in the NMC Fleet CAP procedure, recognizing both event and process driven classifications where appropriate.			Assessment		29-Oct-03	4Q03	Revised NMC Fleet procedure or guide.

tTrack IDs CA052056

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.5	Determine whether independent and inter-disciplinary RCE Teams should be procedurally required by the NMC Fleet CAP procedure or NMC RCE Manual.			Assessment		12-Sep-03	3Q03	Documented basis for determination. Revised procedure or guide (if required).

tTrack IDs CA052057

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.6	The NMC Fleet CAP procedure guidance for performing an ACE and the additional expectations for performing an ACE are not consistent.			Assessment	3Q03	04-Sep-03	3Q03	*No deliverable required. This is a* high level step to capture all action steps associated with ACE guidance.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.6.A	Determine training and qualification requirements for conducting ACEs and formalize.			Assessment			2Q04	Documented ACE training and qualification requirements.

tTrack IDs CA052058

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.6.B	Review and revise the ACE performance resource requirements within the NMC Fleet procedure.			Assessment		12-Sep-03	3Q03	Revised NMC Fleet procedure.

tTrack IDs CA052059

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.7	Determine a method to allow trend coding multiple inappropriate actions.			Assessment			2Q04	Documented resolution of multiple trend coding capability.

tTrack IDs CA052060

Resource	# Persons	Hrs Per Person	Comments
100000 1000	3	120	
300380 3009	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.8	Department goals are not used consistently for CAP trend report development. Develop consistent expectations for trending and trend report development.			Assessment		02-Feb-04	1Q04	Approved guidance for development, content and format for CAP Trend Reports.

tTrack IDs CA052061

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.9	Review the NMC Fleet CAP procedure requirements for due date extensions and revise procedure to clarify expectations (if needed).			Assessment		29-Oct-03	4Q03	Documented results of review. Revised NMC Fleet procedure or guide (if required).

tTrack IDs CA052062

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.10	Determine whether CAP-related meetings (CAP Liaison meeting, CAP Screen Team meeting, Technical Review Board meeting, and CARB meeting) should be procedurally required.			Assessment		29-Oct-03	4Q03	Documented results of review. Revised NMC Fleet procedure or guide (if required) to address meeting expectations.

tTrack IDs CA052063

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.11	Review expectations/guidance for CAP backlog/inventory and provide clear guidance and goals.			Assessment		12-Sep-03	3Q03	Performance indicator and associated goal.

tTrack IDs CA052064

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.12	Proceduralize expectations for Root Cause Evaluations - including RCE Charter, grading criteria, extent of condition guidance, effectiveness reviews, evaluator and team leader certifications, and sponsor responsibilities.			Assessment	3Q03	04-Sep-03	3Q03	No deliverable required. This is a high level step to capture all action steps associated with RCE expectations.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.12.A	Proceduralize expectations for Root Cause Evaluations (RCE) Charter, extent of condition guidance and grading criteria.			Assessment		12-Sep-03	3Q03	Revised NMC Fleet procedure or guide.

tTrack IDs CA052065

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.12.B	Proceduralize expectations for Root Cause Evaluations (RCE), effectiveness reviews, evaluator and team leader certifications, and sponsor responsibilities.			Assessment		29-Oct-03	4Q03	Revised NMC Fleet procedure or guide or Point Beach guide.

tTrack IDs CA052066

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.13	Determine if Work Order process should be recognized as a part of the Corrective Action Program.			Assessment		29-Oct-03	4Q03	Documented results of determination. Revised NMC Fleet procedure or guide (if appropriate).

tTrack IDs CA052067

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.14	Review guidance for assigning evaluations and actions for Level A, B and C CAPs and revise procedure (if needed) to clarify expectations - including downgrading criteria.			Assessment		29-Oct-03	4Q03	Documented results of review. Revised NMC Fleet procedure or guide (if appropriate).

tTrack IDs CA052068

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.15	Review CAP Liaison roles and responsibilities and certification requirements. Incorporate into procedure, as required.			Assessment			2Q04	Documented results of review. Revised NMC Fleet procedure or guide (if appropriate).

tTrack IDs CA052069

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.16	Incorporate standardized CARB charter into the NMC Fleet procedure.			Assessment		12-Sep-03	3Q03	Revised NMC Fleet procedure.

tTrack IDs CA052070

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.17	Review and revise as necessary the timeliness expectation for Priority 4 corrective actions within the NMC Fleet procedure.			Assessment		29-Oct-03	4Q03	Revised NMC Fleet procedure.

tTrack IDs CA052072

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.18	Review need for Desktop Guide or job aid for conducting ACE/CE/CA reviews and proceduralize if continued use is warranted.			Assessment		29-Oct-03	4Q03	Documented results of determination. Revised NMC Fleet procedure or guide (if appropriate).

tTrack IDs CA052071

Resource	# Persons	Hrs Per Person	Comments
100000 1000	6	2	
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-012.19	Develop communication plan for communicating CAP procedure changes.			Assessment		28-Oct-03	4Q03	Approved communication plan.

tTrack IDs CA052073

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	20	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 034277 **Plan Type** Commitment **Plan Revision No:** 1

Focus Area: Corrective Action Program (CAP) **Plan Status** Open

Action Plan Title: Resolution of 2003 CAP Self Assessment Areas for Improvement

Action Plan Number: OP-10-013

Problem Statement: The Point Beach Corrective Action Program has several areas for improvement.

Causal Factors:

1 A self-assessment was conducted in July 2003 to gauge progress in CAP improvement efforts and to identify where further improvements could be made. Several issues were identified that require further assessment and action.

Objectives:

1 Self-assessment of the PBNP CAP Program (SA-CAP-2003-01) comments/observations have been resolved.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.1	Determine how to improve the CAP Screening Team's Significance Level determination during screening of CAPs to ensure Conditions Adverse to Quality are appropriately identified.			Assessment		27-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012024

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.2	Determine how to ensure that CAPs for Maintenance Rule systems declining to a(1) status receive the appropriate causal determination to satisfy NUMARC 93-01 requirements.			Assessment		29-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012025

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.3	The RCE threshold of the CAP Screening Team appears to be too high; determine how to improve performance in this area.			Assessment		28-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012027

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.4	Determine how to ensure that human performance issues are evaluated and addressed by the Human Performance program.			Assessment		30-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012028

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.5	Determine how to improve station compliance with CAP process requirements (e.g. due date and priority assignments, due date extensions).			Assessment		27-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012029

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.6	Determine how to ensure Effectiveness Reviews are consistently performed and they make a conclusion regarding the effectiveness of corrective actions.			Assessment		27-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012030

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.7	Determine how to improve the timely completion of ACE Quality Grading.			Assessment		29-Aug-03	3Q03	Completed Condition Evaluation and *referenced corrective actions.*

tTrack IDs CE012031

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.8	Determine how to improve feedback to CAP initiators for ARs that are closed to trend.			Assessment		28-Aug-03	3Q03	Completed Condition Evaluation and referenced corrective actions.

tTrack IDs CE012026

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.9	Hold a joint workshop with the prescreeners (CAP Liaisons) and the Plant Manager's Screen Team and go over requirements and definitions.			Assessment		09-Oct-03	4Q03	Documented workshop attendance sheet and agenda.

tTrack IDs OTH033103

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.10	Align NP 7.7.5 with NUMARC 93-01 and NP 5.3.1 to include the "cause determination of appropriate depth" and "identify any corrective action to preclude recurrence" requirements of NUMARC 93-01 regarding each move of a Maintenance Rule system from a(2) to a(1) status.			Engineering Programs -- Long Term Programs		08-Jan-04	1Q04	Revised NP 7.7.5 procedure.

tTrack IDs CA051898

Resource	# Persons	Hrs Per Person	Comments
300160 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.11	Formalize the practice of initiating a root cause evaluation for all Level A issues, until documented justification for non-performance is approved by the Screen Team or the CARB.			Assessment		01-Oct-03	4Q03	Documented memo from Screen Team Chair.

tTrack IDs OTH051851

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.12	Document the CAP program expectations into a "talking point" format for Managers and Supervisors to utilize as group discussion item.			Assessment			2Q04	Approved "talking point" document and action items assigned to appropriate work groups.

tTrack IDs CA032851

Resource	# Persons	Hrs Per Person	Comments
300010 3005	1	2	
300020 3005	1	2	
300030 3005	1	2	
300130 3004	1	2	
300140 3005	1	2	
300150 3004	1	2	
300160 3004	1	2	
300170 3004	1	2	
300210 3004	1	2	
300380 3005	1	45	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.13	Standardized Effectiveness Review Format for Root Cause Evaluations - A "draft" Effectiveness Review format has been developed at Point Beach. This format should be presented to the NMC CAP Peer Team for revision and formal adoption by the NMC Fleet.			Assessment		28-Oct-03	1Q04	Revised NMC Fleet procedure or guide.

tTrack IDs CA032845

Resource	# Persons	Hrs Per Person	Comments
300380 3009	2	45	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.14	The group heads for those groups with multiple ACEs awaiting grading for greater than 30 days determine how their department is to maintain ACE grading up-to-date and their plan to bring the current backlog up-to-date.			Assessment		28-Oct-03	4Q03	Documented plans for maintaining ACE grading up-to-date for Engineering, Business, Maintenance, Production Planning, Performance Assessment, and Radiation Protection.

tTrack IDs CA051877, CA051878, CA051879, CA051880, CA051884, CA051888

Resource	# Persons	Hrs Per Person	Comments
300030 3009	1	20	
300040 3009	1	20	
300050 3009	1	20	
300160 3009	1	20	
300210 3009	1	20	
300380 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.15	Perform a random sampling of CAPs closed with no action, and feedback desired by the initiator to evaluate the effectiveness of the current process of assigning a person to give face-to-face feedback at the morning manager's Screen Team meeting. Recommend a look back of approximately 3 to 4 months.			Assessment		30-Sep-03	4Q03	Documented survey/sample results.

tTrack IDs OTH051850

Resource	# Persons	Hrs Per Person	Comments
300380 3009	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.16	As part of the self assessment in preparation for the P&IR inspection, determine whether the actions taken as part of this plan have been effective. Assessment to include an independent review.			Performance Assessment	2Q04		2Q04	Completed self assessment report.

tTrack IDs SA055575

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	40	
300380 3005	1	40	
300380 3009	3	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-10-013.16.A	Facilitate independent and regulatory reviews.			Site VP & ECP	3Q04		3Q04	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Pillar of Excellence: OP **Priority** 2 4A 4C **CAP #** 033329 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: Work Management **Plan Status** Open

Action Plan Title: Improve Work Management Process

Action Plan Number: OP-11-001

Problem Statement: Delays during implementation of work and rescheduling of jobs have occurred. Projection of risk for planned work and risk reviews of on-line work activities have not included some maintenance or test activities that would place the plant in a higher than anticipated risk condition.

Causal Factors:

1. Station management has not consistently held personnel accountable for meeting work process expectations.
2. Operations has not been sufficiently involved in the work planning and scheduling process.
3. Some work delays have been the result of various parts availability issues.
4. Personnel running the safety monitor program have difficulty identifying the components that are impacted.
5. Risk reviews are dependent on sharing information among several software programs.
6. Ineffective use of internal Operating Experience.

Objectives:

1. The Work Control process is understood by affected station personnel.
2. Station management personnel are active participants in the Work Control Process, reinforce process expectations, and hold others accountable for process requirements.
3. Engineering input to the identification and scheduling of equipment issues is accepted and effectively utilized.
4. Core Damage Frequency (CDF) risk profile accurately reflects CDF risk associated with the scheduled work and activities for which the profile has been developed.
5. A formal process exists for control of Cold Weather Preparation with a defined process owner.
6. The Work Control Process supports identification, scheduling, and performance of work based on common station priorities.
7. Constant Operations group participation in the planning and scheduling process.
8. Work delays and rescheduling is minimized for identified activities by the effective use of project coordinators and the team approach to support those activities.
9. Procurement group involvement in the planning and scheduling process limits adverse impacts due to parts related issues.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.1	Implement a "Work Week Manager Representative" change management plan			Work Week Scheduling & MTN Management		09-May-03	2Q03	Formal Change Management Plan. This action is complete, See "CMP# 2003-04".

tTrack IDs CA028958

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.2	Perform effectiveness review of new Daily Production Meeting format.			Work Week Scheduling & MTN Management	2Q03	25-Jul-03	3Q03	Documented report.

tTrack IDs EFR030663

Resource	# Persons	Hrs Per Person	Comments
300040 3005	1	20	
300040 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.3	Implement needed changes identified by effectiveness review.			Work Week Scheduling & MTN Management	2Q03	05-Aug-03	3Q03	Document required changes.

tTrack IDs CA030664

Resource	# Persons	Hrs Per Person	Comments
300040 3005	1	20	
300040 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.4	Revise and implement NP 1.1.7, Managing Work Activity Risk.			Work Week Scheduling & MTN Management	2Q03	11-Aug-03	3Q03	NP 1.1.7 revised and issued.

tTrack IDs CA028309, CA029159

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	4	
300040 3009	1	20	
300040 3009	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.5	Revise NP 10.2.2 to provide guidance for containment entries during performance of other station activities.			Work Week Scheduling & MTN Management	2Q03	19-Jun-03	2Q03	NP 10.2.2 revised and issued.

tTrack IDs CA031456, CA029159

Resource	# Persons	Hrs Per Person	Comments
659LCLER	1	4	
660LCLER	1	4	
300040 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.6	Development of procedural guidance for the use of on line work Project Coordinators or HIT teams, this includes: (1) Identify the process to use. (2) Define the responsibilities of Issue Manager and project Coordinator/Lead. (3) Determine if NP 10.1.3 VTSAC procedure should be rolled into the process. (4) Develop implementing procedures. (5) Develop an implementing change management plan. Implementation rollout			Production Planning	2Q03	03-Sep-03	3Q03	Procedural guidance developed for station use

tTrack IDs LAR045228

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	4	
300040 3009	1	160	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.7	Identification, monitoring, and execution of priority work.			Work Week Scheduling & MTN Management	2Q03	06-Aug-03	3Q03	Priority work identifiers and review process in place.

tTrack IDs CA029364

Resource	# Persons	Hrs Per Person	Comments
300040 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.8	Development of work control process training information that can be used by various groups.			Training General	2Q03	29-Sep-03	3Q03	Training Lesson plan developed.

tTrack IDs CA030669

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.9	Provide a presentation to the Leadership Team on AM 3-15, Work Control Manual.			Production Planning		14-May-03	2Q03	Presentation has been delivered at 5-14-03 PB Leadership Team Meeting.

tTrack IDs CA030671

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.10	Perform an Apparent Cause Evaluation of CAP031233. Focus on recent safety monitor related errors.			Operations	1Q03	24-Mar-03	2Q03	ACE completed.

tTrack IDs ACE001208

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.11	Perform an Apparent Cause Evaluation of CAP031669 Planning Safety Monitor risk profile for E-1 W08 did not include train B per NP 5.3.1 requirements.			Production Planning	1Q03	04-Apr-03	2Q03	ACE completed.

tTrack IDs ACE001238

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.12	Provide the operations STA written instructions on how to look at the schedule activities in the safety monitor program.			Work Week Scheduling & MTN Management	1Q03	09-May-03	2Q03	Written guidance developed

tTrack IDs CA028763

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.13	Evaluate the impact and causes of schedule changes. Implement changes to minimize these schedule changes			Production Planning	1Q03	01-Jun-03	2Q03	Evaluation and identification of necessary changes.

tTrack IDs CA028764

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.14	Generate a new PBF that will be used to document all changes to the Safety Monitor model.			Engineering Programs – Long Term Programs	1Q03	07-May-03	2Q03	PBF form generated and Issued.

tTrack IDs CA028702

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.15	Procedure feedback to NP 10.3.7 to specify that the Mid shift STA perform the 24 hour schedule look ahead.			Operations	1Q03	24-Mar-03	2Q03	Procedure feedback submitted.

tTrack IDs ACE001208

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.16	Follow up on procedure feedback to NP 10.3.7 to specify that the Mid shift STA perform the 24 hour schedule look ahead.			Engineering Programs – Long Term Programs	1Q03	05-Feb-04	1Q04	NP 10.3.7 revised and issued.

tTrack IDs PCR028705

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	4	
300160 3004	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.17	Communicate to the Work Week Coordinator and Cycle Scheduler the requirement for specific work orders to be written or activities scheduled that are tied to the piece of equipment for breaker swaps.			Production Planning	1Q03	04-Apr-03	2Q03	Documentation of communication.

tTrack IDs ACE001238

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.18	A second review of the schedule and safety monitor weekly risk profile by the Work Week Coordinators will be implemented.			Production Planning	1Q03	04-Apr-03	2Q03	Review requirement documented.

tTrack IDs ACE001238

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.19	Revise appropriate procedures to support the requirement to have work orders or activities that are tied to a piece of equipment for breaker swaps.			Work Week Scheduling & MTN Management	2Q03	02-Aug-03	3Q03	Procedures revised and issued.

tTrack IDs CA028999

Resource	# Persons	Hrs Per Person	Comments
300040 3005	1	35	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.20	Update safety monitor program to reflect current CHAMPS configuration.			Engineering Programs – Long Term Programs	2Q03		2Q04	Safety monitor update documented.

tTrack IDs CA029000

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	320	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.21	Establish configuration management to assure updates to the safety monitor program occur when changes are made to CHAMPS			Work Week Scheduling & MTN Management	2Q03	24-Jul-03	3Q03	Configuration Management tool implemented.

tTrack IDs CA029001

Resource	# Persons	Hrs Per Person	Comments
659LCLER	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.22	Track and compare schedule changes for E-2 to E-1 as a method of checking that safety monitor has been updated			Work Week Scheduling & MTN Management		09-May-03	2Q03	Tracking method in place.

tTrack IDs CA029002

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.23	Develop an action plan to complete: a) A procedure review to identify equipment in the procedure which will impact safety monitor. b) Update safety monitor based on results of procedure review. c) Update procedures based on the procedure review.			Operations	2Q03	09-Jan-04	1Q04	Action Plan documented.

tTrack IDs CA029003

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.24	Review and revise the E+1 critique and report process.			Work Week Scheduling & MTN Management		19-Dec-03	4Q03	Recommendations evaluated and meeting agenda revised.

tTrack IDs CA030674

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.25	Establish a formal Cold Weather Preparation process. The process owner (Manager of Planning & Scheduling, as identified in CA028725) shall be identified in the controlling document.			Work Week Scheduling & MTN Management		12-Sep-03	3Q03	Formal process documented and implemented.

tTrack IDs CA030676

Resource	# Persons	Hrs Per Person	Comments
300040 3009	1	240	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.26	Perform Effectiveness Reivew (EFR).			Work Week Scheduling & MTN Management		02-Feb-04	1Q04	Effectiveness review report.

tTrack IDs EFR030678

Resource	# Persons	Hrs Per Person	Comments
300040 3005	2	40	
300040 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.27	Establish the "Lead Shop" concept, which identifies the roles and responsibilities for scheduled maintenance activities.			Maintenance	3Q03	10-Dec-03	4Q03	Revised "Conduct of Maintenance Manual" issued.

tTrack IDs CA031987

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.28	Formalize the Work Package Feedback Process to include procedures, an electronic system for tracking and analysis purposes.			Maintenance Services	3Q03	31-Jan-04	1Q04	Revised controlling procedure or directive. User briefing materials and attendance lists. Reports generated by the tracking system.

tTrack IDs CA031988

Resource	# Persons	Hrs Per Person	Comments
300050 3005	3	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.29	Meet with Operations management to discuss methods to improve work package development and implementation.			Maintenance Services	3Q03	09-Sep-03	3Q03	Copy of meeting notes or minutes.

tTrack IDs CA031990

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.30	Meet with Engineering management to discuss methods to improve work package development and implementation.			Maintenance Services	2Q03	14-Aug-03	3Q03	Copy of meeting notes or minutes.

tTrack IDs CA031991

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.31	Meet with Supply Chain management to discuss methods to improve work package development and implementation.			Maintenance Services	4Q03	06-Nov-03	4Q03	Copy of meeting notes or minutes.

tTrack IDs CA031992

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.32	Conduct an assessment of the interface between Planning and Maintenance Supervisors and Leads.			Maintenance Services	4Q03	26-Dec-03	4Q03	Assessment report.

tTrack IDs CA031994

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	12	
300050 3008	3	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.33	Conduct a benchmarking trip to improve working relationships, work package quality, and communications.			Maintenance Services	1Q04		3Q04	Trip report.

tTrack IDs CA031995

Resource	# Persons	Hrs Per Person	Comments
655LELEC	1	40	
655LINST	1	40	
655LMECH	1	40	
300050 3005	1	40	
300050 3008	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.34	Conduct an assessment to compare Work Package Walkdown information to quality feedback information.			Maintenance Services	2Q04		2Q04	Assessment report.

tTrack IDs CA031997

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	24	
300050 3008	3	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.35	Establish the practice of periodic in-process review of large work packages to eliminate oversights and errors, and to minimize review time during closeout.			Maintenance Services	1Q04		3Q04	Controlling procedure or directive revised. User briefing materials and attendance lists. Reports generated by the tracking system.

tTrack IDs CA031999

Resource	# Persons	Hrs Per Person	Comments
300050 3005	8	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.36	Conduct an assessment of the PMT process to identify improvements in the identification and control of testing.			Maintenance Services	4Q03	29-Dec-03	4Q03	Assessment report.

tTrack IDs CA032000

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	24	
300050 3008	2	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.37	Complete the actions created as a result of EFR030678: (Parent CAP053463) CA055416, CA055417, CA055418, CA055419, CA055420, CA055421, CA055422, CA055423, CA055424, CA055425, CA055426, CA055427, CA055428, CA055429, CA055508, CA055509, CA055510.			Production Planning			4Q04	Completion of each action documented in tTrack.

tTrack IDs CA056036

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-001.38	Perform an Effectiveness Review of steps OP-11-001.16, OP-11-001.20, OP-11-001.23, OP-11-001.33, OP-11-001.34, OP-11-001.35, and OP-11-001.37.			Production Planning			4Q04	Effectiveness Review Report.

tTrack IDs EFR056038

Pillar of Excellence: OP **Priority** 2 4A 4C **CAP #** 050748 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Work Management **Plan Status** Open

Action Plan Title: Operations Work Management Improvement Plan

Action Plan Number: OP-11-006

Problem Statement: Operations shift personnel, who are primarily responsible for monitoring of the plant and executing work packages , are also responsible for developing and scheduling work packages. The added responsibility of developing and scheduling work packages has not allowed shift personnel to be fully focused on their primary responsibiities.

Causal Factors:

1 Operations has not been organized to assure that the asministrative burden of developing and scheduling work packages does not reside with Operations shift personnel.

Objectives:

1 An Operations Department organizational structure, which relieves shift personnel of work package preparation and scheduling responsibilities, by staffing an Operations Work Control Center (WCC) organization.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-006.1	Develop an organization structure within the Operations Department that is responsible for establishing an executable schedule and work packages.			Operations	3Q03	06-Nov-03	4Q03	Organization chart with roles and responsibilities.

tTrack IDs CA052933

Resource	# Persons	Hrs Per Person	Comments
300020 3009	1	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-006.2	Develop a staffing plan to man the Operations WCC organization			Operations	3Q03	16-Dec-03	4Q03	Copy of a staffing plan to man the OWCC.

tTrack IDs CA052934

Resource	# Persons	Hrs Per Person	Comments
300020 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-006.3	Develop a change management plan that outlines how to integrate the Operations WCC organization into the station process and obtain Operations Manager approval			Operations	4Q03	29-Jan-04	1Q04	Copy of the Change Management Plan

tTrack IDs CA052935

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-006.4	Communicate an overview of the OWCC CMP requirements and expectations to Operations personnel.			Operations	1Q04	26-Feb-04	1Q04	A copy of correspondence (memo or email) stating that the CMP has been communicated.

tTrack IDs CA052936

Resource	# Persons	Hrs Per Person	Comments
300020 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-006.5	Implement the OWCC Change Management Plan			Operations	1Q04	26-Feb-04	1Q04	Operations Monthly Newsletter outlining the revised OWCC organization

tTrack IDs CA052937

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	10	
300020 3007	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-11-006.6	Perform an Effectiveness Review of this action plan.			Operations	4Q04		4Q04	Copy of the Effectiveness Review Report

tTrack IDs EFR052938

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	15	

Pillar of Excellence: OP **Priority** 2 3C 3B **CAP #** 033363 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Technical Procedure Quality **Plan Status** Open

Action Plan Title: Improve Quality of Technical Procedures

Action Plan Number: OP-12-001

Problem Statement: Performance errors and job delays are attributed to usability of technical procedures.

Causal Factors:

1. Large backlog of requested procedures changes exist in Operations and Maintenance.
2. Inattention to detail during performance of procedure reviews for new and revised procedures have resulted in procedure performance issues.
3. Lack of understanding of procedure writers' guide requirements results in procedures that are not user-friendly and that contain human error traps.
4. Lack of understanding of procedure revision/change processes makes incorporating requested changes very time consuming and difficult.
5. Large number of procedure revisions/changes per year makes it difficult to keep up with the changes to assure proper understanding of technical procedure requirements

Objectives:

1. Reduce backlogs of requested procedure changes.
2. Improve quality of procedure reviews during development process.
3. Improve awareness of writers' guide requirements and procedure change processes.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.1	Perform a Site Procedures Assessment to validate the concerns identified in the Problem Statement and to ensure no other problems exist by developing corrective actions based on findings from the assessment.			Business Procedures	2Q03	27-Jul-03	3Q03	Completed self-assessment.

tTrack IDs CA030705

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	60	
300020 3005	1	50	
300050 3005	1	50	
300140 3007	1	50	
300210 3004	1	40	
300210 3008	1	40	
300210 3009	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.2	Incorporate or remove outstanding temporary changes >180 days old against I&C Procedures except for those specifically required for existing plant conditions.			Maintenance I&C	2Q03	12-Jul-03	3Q03	Temporary change database report.

tTrack IDs CA030706

Resource	# Persons	Hrs Per Person	Comments
300050 3008	1	80	
300320 3005	2	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.3	Incorporate or remove outstanding temporary changes >180 days old against Maintenance Procedures except for those specifically required for existing plant conditions.			Maintenance Services	2Q03	12-Jul-03	3Q03	Temporary change database report.

tTrack IDs CA030707

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	10	
300050 3008	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.4	Provide briefings for Operations and Maintenance procedure writers to ensure process and writers' guide requirements are understood			Business Procedures	3Q03	22-Aug-03	3Q03	Copy of Information Sharing Sheets.

tTrack IDs CA030708

Resource	# Persons	Hrs Per Person	Comments
300210 3009	1	32	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.5	Provide each crew and operations staff a copy of existing feedbacks on their associated responsible procedures. Place copies of these feedbacks into binders, one for each operating crew and one additional for staff review for the individual crew/staff teams to review for validity, duplication, accuracy, sufficient detail and of the correct priority.			Operations	2Q03	27-Jun-03	2Q03	Cover page with instructions for each of the seven binders and an e-mail from step owner.

tTrack IDs CA030709

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.6	Reduce the procedure feedback backlog for procedure ARB/ARP, dated prior to 1/1/03 to less than 20 feedbacks.			Operations	2Q03	20-Oct-03	1Q04	A listing of ARP/ARB Procedures feedbacks dated prior to 1/1/03

tTrack IDs CA030711

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	200	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.7	Crew/staff representatives conduct an evaluation of the crew specific binder of feedbacks. This evaluation shall consider if feedback is valid, duplicated, accurate, sufficient detail and of the correct priority.			Operations	3Q03	19-Dec-03	1Q04	The cover page and completed CAs CA031626 thru CA031632.

tTrack IDs CA030713, CA031626, CA031627, CA031628, CA031629, CA031630, CA031631, CA031632

Resource	# Persons	Hrs Per Person	Comments
300020 3005	30	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.8	Create milestones and work priorities to support crew priorities and backlog reduction. The Procedures Group will obtain Operations Managers concurrence with these milestones.			Operations	1Q04	11-Feb-04	1Q04	Milestones are approved by Operations Manager.

tTrack IDs CA030716

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	10	
300020 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.9	Assign a craft owner for each Maintenance Procedure.			Maintenance Mechanical	2Q03	24-Jul-03	3Q03	A copy of the owner list.

tTrack IDs CA030722

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	12	
300050 3009	2	12	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.10	Provide each craft owner a copy of existing feedbacks on their assigned procedures. Place copies of these feedbacks assigned to each craft owner into folders for the individual owners for review.			Maintenance Mechanical	3Q03	20-Aug-03	3Q03	A copy of the document of transmittal of the folders to each of the craft owners.

tTrack IDs CA030724

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	8	
300050 3008	3	20	
300050 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.11	Craft owners conduct an evaluation of feedbacks for assigned procedures. This evaluation shall consider if feedback is valid, duplicated, accurate, sufficiently detailed and correctly prioritized.			Maintenance Services	3Q03	27-Feb-04	1Q04	A report of the feedback reviews identifying actions taken.

tTrack IDs CA030725

Resource	# Persons	Hrs Per Person	Comments
655LELEC	6	20	
655LINST	6	20	
655LMECH	6	20	
300050 3005	2	12	
300050 3008	3	20	
300050 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.12	Following completion of the craft owner evaluations, create milestones and work priorities to support crew priorities and backlog reduction. Maintenance Services will obtain Maintenance Manager's concurrence with the milestones and work-off rate.			Maintenance Services	1Q04	15-Mar-04	1Q04	A copy of the maintenance procedure backlog reduction work-off rate and milestones.

tTrack IDs CA030727

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	4	
300050 3008	3	8	
300050 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-12-001.13	Perform effectiveness review.			Business Procedures	3Q04		3Q04	Effectiveness review report.

tTrack IDs EFR030729

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	

Pillar of Excellence: OP **Priority** 1 3C 3F **CAP #** 033368 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: *Operationally Focused* **Plan Status** Open

Action Plan Title: Reduce Total Operator Burden

Action Plan Number: OP-13-001

Problem Statement: Operator burdens have not been minimized to assure there are no obstacles to the safe, reliable, and cost effective generation of electricity.

Causal Factors:

1 Operator burdens are caused by design and equipment deficiencies that require operators to take compensatory actions, can inhibit the operator's ability to adequately monitor plant equipment, or perform essential duties.

Objectives:

1 Minimize Total Operator Burden by ensuring a heightened Organizational awareness and appropriate priorities are placed on correcting these deficiencies.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.1	Add an item to the morning Plan Of The Day meeting agenda to discuss the status of Total Operator Burdens once per week.			Operations		31-Mar-03	2Q03	Total Operator Burdens added to the POD meeting agenda.
		tTrack IDs	CA030734					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.2	Revise NP 10.2.4, Work Order Processing, to require Operator Burden WO's to be priority 3.			Production Planning		07-May-03	2Q03	NP 10.2.4 revised requiring priority 3 for Operator Burden WO's.
		tTrack IDs	CA030735					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.3	Generate task sheet for Asst. OPS Manager to monitor Temp Mods for length of time installed, number, and continued need of Temp Mods.			Operations	3Q03	25-Jun-03	3Q03	CHAMPS task sheet.

tTrack IDs CA030737

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.4	Generate task sheet to perform quarterly effectiveness reviews of Total Operator Burden Program.			Operations	3Q03	25-Jun-03	3Q03	CHAMPS task sheet.

tTrack IDs CA030738

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.5	Revise NP 2.1.4 to document and monitor daily average of lit annunciators, number of Control Board deficiencies, Operator Challenges, and Operator Work Arounds. Change title of NP 2.1.4 to "Operational Burdens"			Operations	3Q03	30-Sep-03	4Q03	NP 2.1.4 revised.

tTrack IDs CA030742

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.6	Revise NP 2.1.4 to require an aggregate review of Total Operator Burdens.			Operations	3Q03	29-Sep-03	4Q03	NP 2.1.4 revised.

tTrack IDs CA030744

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-001.7	Close out this action plan when previous steps are complete and there have been two consecutive quarterly effectiveness reviews that demonstrate an effective program as defined by the Operations Manager.			Operations	3Q03		4Q04	Two consecutive quarterly effectiveness reviews completed with satisfactory results.

tTrack IDs CA030749

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	8	

Pillar of Excellence: OP **Priority** 1 5D 6B **CAP #** 033372 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** Open

Action Plan Title: Equipment Label and Operator Aid Improvement

Action Plan Number: OP-13-002

Problem Statement: Equipment Label and Operator Information Aid deficiencies potentially hinder Operators in plant operation.

Causal Factors:

1 Insufficient management attention has resulted in equipment label and operator information aids deficiencies.

Objectives:

1 Temporary labels are replaced by permanent labels within 6 months.
2 Complete the establishment of a program to control operator information aids.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-002.1	Execute workplan to have no temporary equipment ID labels more than 6 months old			Operations	1Q03	14-Oct-03	4Q03	Workplan 2003-020, Operations Equipment Label Identification Plan, completed.

tTrack IDs CA030750

Resource	# Persons	Hrs Per Person	Comments
300020 3005	56	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-002.2	Incorporate INPO 01-002, 'Guidelines for the Conduct Of Operations at Nuclear Power Stations' industry best practices into OM 5.4.4 for permanent information labels (operator aids).			Operations	3Q03	30-Oct-03	4Q03	OM 5.4.4 revised.

tTrack IDs CA030751

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-002.3	Enhance positive control of temporary equipment identification labels by revising NP 8.5.1.			Operations	3Q03	07-Oct-03	4Q03	NP 8.5.1 revised.

tTrack IDs CA030752

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-002.4	Perform effectiveness review.			Operations	1Q04	04-Mar-04	1Q04	Documented effectiveness review.

tTrack IDs EFR030754

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-002.5	Perform effectiveness review.			Operations	3Q04		3Q04	Documented effectiveness review.

tTrack IDs EFR030755

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	2	

Pillar of Excellence: OP **Priority** 1 3C 3C **CAP #** 033377 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** Open

Action Plan Title: Probabilistic Risk Assessment (PRA) Program Upgrade

Action Plan Number: OP-13-003

Problem Statement: PRA model in Safety Monitor does not meet the NMC Standard and does not address fire and flooding scenarios.

Causal Factors:

1 PRA standards and methods are evolving and improving.

Objectives:

1 Enhanced PRA program by including fire and flooding events.
2 Revised PRA model to address gaps with NMC Standards.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.1	Complete Level A Peer review findings.			Engineering Programs – Long Term Programs	1Q02	30-Jan-04	1Q04	This is a high level step for tracking substeps. No deliverable required.

tTrack IDs See Substeps

Resource	# Persons	Hrs Per Person	Comments
300160 3004	3	510	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.1.A	Complete initial MAAP Analysis Runs - Including base runs and additional timing runs needed for HRA.			Engineering Programs – Long Term Programs	4Q03	14-Dec-03	4Q03	Copy of draft Analysis Report.

tTrack IDs CA055196

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS			$35,000
300160 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.1.B	Review / Approve MAAP Analysis			Engineering Programs – Long Term Programs	4Q03	30-Jan-04	1Q04	Copy of accepted and approved Report.

tTrack IDs CA030760

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.1.C	Complete draft Human Reliability Analysis for all post initiator human actions.			Engineering Programs – Long Term Programs	4Q03	27-Oct-03	4Q03	Copy of draft Analysis Report.

tTrack IDs CA055197

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS			$25,000
300160 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.1.D	Complete Human Reliability Analysis by including timing information and dependencies.			Engineering Programs – Long Term Programs	4Q03	30-Jan-04	1Q04	Copy of final Analysis Report.

tTrack IDs CA055198

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS			$25,000
300160 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.1.E	Update the PRA and implement into Safety Monitor			Engineering Programs – Long Term Programs	4Q03	30-Jan-04	1Q04	Copy of Safety Monitor change notice indicating the PRA has been updated.

tTrack IDs CA055199

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	200	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.2	Complete incorporation of fire events in PRA.			Engineering Programs – Long Term Programs	1Q02		4Q05	This is a high level step for tracking substeps. No deliverable required.

tTrack IDs See Substeps

Resource	# Persons	Hrs Per Person	Comments
300160 3004	4	1020	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.2.A	Complete analysis and documentation for pilot compartment.			Engineering Programs – Long Term Programs	4Q03		4Q05	Notebook issued.

tTrack IDs CA030762

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	250	(PRA/Fire)
300160 3004	1	80	(THA)
300160 3004	1	70	(HRA)

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.2.B	Complete analysis and documentation for first group of areas. The group shall consist of the next highest ranking areas.			Engineering Programs – Long Term Programs	1Q04		4Q05	Notebooks issued.

tTrack IDs CA055200

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	250	(PRA/Fire)
300160 3004	1	80	(THA)
300160 3004	1	70	(HRA)

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.2.C	Complete analysis and documentation for second group of areas. The group shall consist of the next highest ranking areas.			Engineering Programs – Long Term Programs	1Q04		4Q05	Notebooks issued.

tTrack IDs CA055201

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	250	(PRA/Fire)
300160 3004	1	80	(THA)
300160 3004	1	70	(HRA)

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.2.D	Complete analysis and documentation for final group of areas.			Engineering Programs – Long Term Programs	1Q04		4Q05	Notebooks issued.

tTrack IDs CA055202

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	250	(PRA/Fire)
300160 3004	1	80	(THA)
300160 3004	1	70	(HRA)

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.2.E	Update the Fire PRA and implement into Safety Monitor.			Engineering Programs – Long Term Programs	3Q04		4Q05	Safety Monitor change notice indicating the PRA has been updated.

tTrack IDs CA055203

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	250	
300160 3004	1	250	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.3	Finalize the current PRA Notebooks that are in draft - These notebooks are Initiating Events, Event Tree/Top Logic, Data Analysis, and Human Reliability Analysis.			Engineering Programs – Long Term Programs	1Q04	02-Mar-04	1Q04	Revised notebooks issued.

tTrack IDs CA030764

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	240	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.4	Complete incorporation of flooding events in PRA.			Engineering Programs – Long Term Programs	1Q02		1Q06	This is a high level step for tracking substeps. No deliverable required.

tTrack IDs See Substeps

Resource	# Persons	Hrs Per Person	Comments
300160 3004	4	250	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.4.A	Update Flooding Notebook.			Engineering Programs -- Long Term Programs	3Q05		1Q06	Letter detailing updated notebook in EDMS.

tTrack IDs CA030766

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	800	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.4.B	Update the final Flooding PRA and implement into Safety Monitor.			Engineering Programs -- Long Term Programs	4Q05		1Q06	Copy of Safety Monitor change notice indicating the PRA has been updated.

tTrack IDs CA055204

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	300	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.5	Disposition and close all Significance Level B PRA Peer Review items.			Engineering Programs -- Long Term Programs	2Q04		4Q04	Closure report.

tTrack IDs CA055205

Resource	# Persons	Hrs Per Person	Comments
300160 3009	2	375	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-003.6	Perform an effectiveness review of the closure of PRA Peer Review items. This review will use the self-assessment process and at least one offsite NMC or other plant PRA analyst.			Engineering Programs – Long Term Programs	1Q05		2Q05	Assessment report.

tTrack IDs EFR055206

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	40	

Pillar of Excellence: OP **Priority** 2 2A 2A **CAP #** 033379 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** Open

Action Plan Title: Improvement of Radiation Protection's Recognition and Correction of Potential Radiological Field Conditions

Action Plan Number: OP-13-004

Problem Statement: Radiation Protection Technicians have not adequately recognized, properly responded to, or anticipated radiological situations involving work activities that have an increased potential for radiological problems.

Causal Factors:

1. Less than adequate Radiation Protection Departmental communications.
2. Turnover of supervisors.

Objectives:

1. Improve effectiveness of Radiation Protection Department by improving departmental communications and supervisory experience through stabilization of staff.
2. Regularly meet or exceed the goal for Radiation Protection Department Human Error Clock Resets. Sustained performance as demonstrated by 3 consecutive months of meeting the goal.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.1	Require RP to perform AO job shadowing observations.			Radiation Protection - Field Ops		20-Jan-02	2Q03	Completed RP Job Observation cards.
		tTrack IDs	CA030799					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.2	Remove 8' filter change-out from standing RWP			Radiation Protection - Field Ops		08-Jul-03	3Q03	RWP 03-024.
		tTrack IDs	CA030800					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.3	Require pre-job brief for Operations Spent Fuel Pool work			Radiation Protection - Field Ops		08-Jul-03	3Q03	RWP 03-28.
		tTrack IDs	CA030801					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.4	Require RP management job observations.			Radiation Protection - Field Ops		20-Jan-02	2Q03	Completed RP Job Observation cards.
		tTrack IDs	CA030802					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.5	Perform joint RCA tours with RP Technicians by management.			Radiation Protection - Field Ops		20-Jan-02	2Q03	Completed RP Job Observation cards.
		tTrack IDs	CA030803					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.6	Implement permanent RP Technician Leads.			Radiation Protection - Field Ops		08-Jul-03	3Q03	RP organization chart.
		tTrack IDs	CA030804					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.7	Include radworker training in Operator continuing training.			Radiation Protection - Field Ops		27-Mar-02	2Q03	Attendance records.
		tTrack IDs	CA030805					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.8	Implement rover logs with standard entries.			Radiation Protection - Field Ops		08-Jul-03	3Q03	Copy of rover logs.
		tTrack IDs	CA030806					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.9	Continue to engage the RP department in process changes.			Radiation Protection - Field Ops		08-Jul-03	3Q03	RPM expectation was communicated to RP that major process/ procedure changes shall include RPT input. E-mail reinforcing expectations.
		tTrack IDs	CA030807					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.10	Implement new standard routine survey schedule.			Radiation Protection - Field Ops		08-Jul-03	3Q03	PBF 4014a-e, daily survey checklists, issued.
		tTrack IDs	CA030808					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.11	Implement management expectations for RP Technicians.			Radiation Protection - Field Ops		08-Jul-03	3Q03	Copy of expectations.
		tTrack IDs	CA030809					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.12	Perform an effectiveness review.			Radiation Protection - Field Ops	2Q03	19-May-03	2Q03	ACE001277
		tTrack IDs	ACE001277					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-004.13	Improve Radiation Protection Departmental communications and supervisory job knowledge by completing action steps related to RP contained in Action Plan OR-03-002, Implement Culture Survey Improvements..			Radiation Protection - Field Ops	2Q03		4Q04	Action steps developed to address RP communications and supervisory job knowledge and included in Action Plan OR-03-002, Implement Culture Survey Improvements, have been completed.
		tTrack IDs	CA030810					

Pillar of Excellence: OP **Priority** 2 2A 2A **CAP #** 033345 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** Open

Action Plan Title: Remote Containment Sampling

Action Plan Number: OP-13-006

Problem Statement: Air sample collection of Containment at power poses an increased risk to personnel and reduces containment hatch seal life.

Causal Factors;

1 Recent operational changes have resulted in an increased frequency of containment entries.

Objectives;

1 Qualify the containment remote air sampling system so it may be used to obtain containment air samples without entering the containment building.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-006.1	Obtain 20 air sample sets from each containment building using the remote containment sampling system and using the in-containment sampling method.			Radiation Protection	1Q03	09-Sep-03	3Q03	20 air sample sets from each containment building.

tTrack IDs CA030648

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	3	80	
300030 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-006.2	Analyze the data using Grubb, Student's t-distibution, and F-distibution statistical tests, at a minimum, to determine an appropriate scaling factor and acceptance band for each sample type (AP, halogen, noble gas, and tritium).			Chemistry	3Q03	30-Oct-03	4Q03	Memorandum documenting analysis results.

tTrack IDs CA030651

Resource	# Persons	Hrs Per Person	Comments
300010 3008	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-006.3	Revise procedure HPIP 3.52.2 and forms PBF-4013b,c,d,e, PBF-4002, PBF-4022, and PBF-4023b as necessary to support remote containment sampling.			Radiation Protection	4Q03	14-Nov-03	4Q03	Revised procedure HPIP 3.52.2 and forms PBF-4013b,c,d,e, PBF-4002, PBF-4022, and PBF-4023b.

tTrack IDs CA030653

Resource	# Persons	Hrs Per Person	Comments
300010 3008	1	40	
300030 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-006.4	Brief RP personnel on the revisions made to procedure HPIP 3.52.2 and forms PBF-4013b,c,d,e, PBF-4002, PBF-4022, and PBF-4023b to implement remote containment sampling.			Radiation Protection	4Q03	16-Dec-03	4Q03	Briefing attendance sheets or meeting minutes.

tTrack IDs CA030655

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	54	0.5	
300030 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-006.5	Each quarter, obtain 1 air sample set from each containment building using the remote containment sampling system and using the in-containment sampling method to verify effective operation of the remote containment sampling system.			Radiation Protection	4Q03		4Q04	Completed checklists.

tTrack IDs CA030657

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	3	20	
300030 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-006.6	Analyze the quarterly data to determine in-containment/out-of-containment ratios for each sample type (AP, halogen, noble gas, and tritium) and to verify these ratios lie within the acceptance bands.			Radiation Protection	3Q03		1Q05	Documented analysis results.

tTrack IDs CA030659

Resource	# Persons	Hrs Per Person	Comments
300030 3005	1	40	

Pillar of Excellence: OP **Priority** 2 1A 1B **CAP #** 033356 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** Open

Action Plan Title: Evaluate the Potential to Gain Additional Design Margin in the Auxiliary Feed Water System

Action Plan Number: OP-13-008

Problem Statement: The motor driven Auxiliary Feedwater Pumps do not have the desired design margin for some modes of plant operation.

Causal Factors:

1 The Auxiliary Feed Water System was originally designed and licensed as a non-safety related system.

Objectives:

1 Gain additional design margin for the Auxiliary Feed Water System if determined necessary.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.1	Request proposals from outside engineering companies			Engineering Design Mechanical – PB		15-May-03	2Q03	Proposals received
		tTrack IDs	CA030714					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.2	Award contract to perform engineering study			Engineering Design Mechanical – PB		23-May-03	2Q03	PO 20848 LI 2 approved
		tTrack IDs	CA030714					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.3	Review engineering study			Engineering Design Mechanical – PB	3Q03	25-Sep-03	3Q03	Documented review.

tTrack IDs CA030715

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	60	
300170 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.4	*** Deleted in Revision 2 ***			Engineering Design Mechanical – PB	3Q03	02-Dec-03	4Q03	Step deleted 12-17-03. No deliverable required.

tTrack IDs CA030717

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	60	
300170 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.5	*** Deleted in Revision 2 ***			Engineering Design Mechanical – PB	4Q03	17-Dec-03	4Q03	Step deleted 12-17-03. No deliverable required.

tTrack IDs CA030718

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	30	
300170 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.6	If required, request funding for future modifications			Engineering Design Mechanical – PB	4Q03	06-Jan-04	1Q04	Request for phased approval.

tTrack IDs CA030720

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	30	
300170 3005	1	15	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.7	If required, Project Review Board Approval			Engineering Design Mechanical – PB	1Q04	11-Feb-04	1Q04	Request for phased approval.

tTrack IDs CA030721

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.8	If required, develop design for modifications.			Engineering Design Mechanical – PB	1Q04		1Q05	Request for phased approval.

tTrack IDs CA030723

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.9	If required, implement modifications to increase design margin			Engineering Design			4Q05	Documentation of modification acceptance.

tTrack IDs CA056043

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-008.10	Change Technical Specification 3.7.5 to allow longer than 7 days to change out each MDAFW pump.			Engineering Design			3Q05	Revised Tech Spec 3.7.5 implemented.
		tTrack IDs	CA056044					

Pillar of Excellence: OP **Priority** 2 3C 3F **CAP #** 033366 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** In Closure

Action Plan Title: Time Validation of Service Water Manual Actions

Action Plan Number: OP-13-009

Problem Statement: Some licensing basis references to the capability to manually switch Auxiliary Feed Water (AFW) supply from the Condensate Storage Tank (CST) to service water may not have been time validated.

Causal Factors:

1 Failure to consider the integration of AFW system design and accident progression

Objectives:

1 Service Water manual operator actions required by licensing basis are time validated if required and reflected in procedures appropriately.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-009.1	1) Validate issue and determine extent of condition. 2) Develop plan to resolve issue.			Engineering Programs – Long Term Programs	2Q03	30-May-03	2Q03	Documented condition evaluation and corrective actions identified and assigned.

tTrack IDs CE011579

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-009.2	Revise FSAR (and applicable procedures, if required) to incorporate findings of CE11579 validation.			Engineering Programs – Long Term Programs	1Q04	02-Feb-04	1Q04	Approved FSAR Change Request

tTrack IDs CA030726

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-009.3	Perform an Effectiveness Review			Engineering Programs – Long Term Programs	4Q03	01-Dec-03	4Q03	Effectiveness Review Report

tTrack IDs EFR030728

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-009.4	Determine and document commitments made to NRC regarding AFW switchover to service water.			Regulatory Affairs – Licensing		25-Aug-03	3Q03	Commitments documented and provided to OP-13-009.2 step owner.

tTrack IDs CA029366

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-009.5	Revise Advent engineering evaluation for spurious operation of TDAFW steam line valve and operator timing to supply SW to bearings.			Engineering Programs – Long Term Programs		13-Feb-04	1Q04	Revised evaluation.

tTrack IDs CA029703

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	45	

Pillar of Excellence: OP **Priority** 2 3C 3F **CAP #** 033367 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Operationally Focused **Plan Status** In Closure

Action Plan Title: Evaluate procedural guidance for loss of Circulating Water (CW) Intake

Action Plan Number: OP-13-010

Problem Statement: The industry has identified a potential concern regarding the adequacy of operator actions in response to a postulated loss of the circulating water intake supply.

Causal Factors;

1 Industry experience may apply to PBNP.

Objectives;

1 The industry information will be appropriately dispositioned for PBNP.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-010.1	Perform Condition Evaluation			Engineering Programs – Long Term Programs	3Q03	30-May-03	3Q03	Completed CE011578

tTrack IDs CE011578

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-010.2	Perform an engineering calculation of loss of heat sink upon loss of CW intake.			Engineering Design Mechanical – PB	3Q03	25-Sep-03	3Q03	Approved calculation and CAP submitted for any required actions.

tTrack IDs CA030731

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-010.3	If required, time validate actions in AOP 13 A			Operations	3Q03	11-Jul-03	1Q04	Validated AOP Actions. This item is being closed to step OP-13-010.2 (CA030731)
		tTrack IDs	CA030732					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-010.4	Implement procedure changes, if required			Operations	1Q04	11-Jul-03	2Q04	Revised procedures, if required. This item is being closed to step OP-13-010.2 (CA030731)
		tTrack IDs	CA030733					

Pillar of Excellence: OP **Priority** 2 3B 3B **CAP #** 053495 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Operationally Focused **Plan Status** Open

Action Plan Title: Probabilistic Risk Assessment - FMEA for Risk Significant Systems

Action Plan Number: OP-13-012

Problem Statement: Previously unidentified vulnerabilities could exist in risk-significant systems that were not detectable using the last generation of PRA methods.

Causal Factors;

1 PRA methods continue to evolve and improve, allowing better determination of equipment and system vulnerabilities.

Objectives;

1 Risk significant vulnerabilities identified during the PRA upgrade are documented for disposition in the PBNP Corrective Action Program.
2 PRA model is upgraded for the nine highest risk systems.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-012.1	Complete FMEA and PRA model upgrade for the following systems: Auxiliary Feedwater, Service Water, SI/RHR, Emergency Diesel Generators, and electrical distribution.			Engineering Programs – Long Term Programs	4Q03	02-Mar-04	1Q04	Revised notebooks issued and any identified vulnerabilities entered into the corrective action process.

tTrack IDs CA055466

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS			
300160 3004	1	300	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-012.2	Complete FMEA and PRA model upgrade for Component Cooling Water System and Instrument Air System.			Engineering Programs – Long Term Programs	1Q04		1Q05	Revised notebooks issued and any identified vulnerabilities entered into the corrective action process.

tTrack IDs CA055445

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	420	
300160 3004	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-012.3	Complete a formal review of steps 1 and 2 of this plan using the self-assessment process and at least one offsite NMC or other plant PRA analyst. The focus of this review will be the effectiveness of these actions in identifying any vulnerabilities.			Engineering Programs – Long Term Programs	1Q05		1Q05	Assessment Report.

tTrack IDs EFR055467

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-13-012.4	Complete FMEA and PRA model upgrade for Fire Protection System (AFW support functions) and Charging System.			Engineering Programs – Long Term Programs	1Q05		4Q05	Revised notebooks issued and any identified vulnerabilities entered into the corrective action process.

tTrack IDs CA055468

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	400	
300160 3004	1	80	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 033370 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Configuration Management (CM) **Plan Status** Open

Action Plan Title: Improve the Configuration Management Program

Action Plan Number: OP-14-001

Problem Statement: Sufficient engineering resources were not dedicated to updating the plant configuration documentation.

Causal Factors;

1 Lack of focus and ownership of configuration management processes.

Objectives;

1 The configuration Management Group is staffed.
2 NMC Fleet modification closeout standards are implemented.
3 Configuration Management Program guidelines and procedures to improve configuration management are issued.
4 Reduce the backlog of modifications that have been in closeout greater than 90 days since acceptance.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.1	Select design supervisor for new configuration management group.			Engineering Design		23-May-03	2Q03	Organization Chart showing K. Holt as Engineering Design Configuration Management Supervisor.

tTrack IDs CA030736

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.2	Develop Charter for new Configuration Management Group.			Engineering Design Configuration Management (and Q-List items)		06-Jun-03	2Q03	Completed charter document.

tTrack IDs CA030736

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.3	Perform initial scope review of outstanding issues			Engineering Design	2Q03	06-Jun-03	3Q03	Document findings of scope review.

tTrack IDs CA030739

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.4	Perform benchmarking trip of industry leader.			Engineering Design Configuration Management (and Q-List items)		27-Mar-03	1Q03	Benchmarking Trip report, CAP032374.

tTrack IDs CA030790

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.5	Benchmark NMC Fleet processes.			Engineering Design Configuration Management (and Q-List items)	2Q03	18-Sep-03	3Q03	Benchmarking report.

tTrack IDs CA030740, CA030790

Resource	# Persons	Hrs Per Person	Comments
300170 3005	2	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.6	Finalize scope of program.			Engineering Design		01-Oct-03	4Q03	Issue scope document.

tTrack IDs CA030743

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.7	Finalize Resource requirements.			Engineering Design		01-Oct-03	4Q03	Documented staffing requirements.

tTrack IDs CA030743

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.8	Obtain funding approval.			Engineering Design	2Q04		3Q04	Funding approval obtained.

tTrack IDs CA030745

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.9	Complete staffing additional FTEs (Objective 1).			Engineering Design	2Q04		1Q05	Organization Chart depicting assignment of individuals to CM group.

tTrack IDs CA030746

Resource	# Persons	Hrs Per Person	Comments
300170 3005	2	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.10	Implement Configuration Management Program that addresses CM process weaknesses, group functions and interfaces.			Engineering Design		30-Jan-04	1Q04	CM Program Document.

tTrack IDs CA032094

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.11	Implement fleet standards for modification closeout (Objective 2).			Engineering Design			2Q04	Established time limit for closeout. Revised design change procedure. Established performance indicator in monthly Management Review Mtg.

tTrack IDs CA030747

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	24	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.11.A	Reduce number of modifications not meeting the 90 day closeout requirement to 20 or less.			Engineering Design Configuration Management (and Q-List items)	2Q04		2Q05	List of modifications not meeting the 90 day closeout requirement.

tTrack IDs CA055681

Resource	# Persons	Hrs Per Person	Comments
300170 3004	8	80	
300170 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.12	Interim Effectiveness Review (EFR).			Engineering Design			2Q04	Documented Effectiveness Review (EFR).

tTrack IDs EFR030748

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	24	
300170 3009	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.13	Indentify all procedures and processes affecting configuration management and design documentation.			Engineering Design	2Q03	23-Oct-03	4Q03	List of procedures and processes needing revision.

tTrack IDs CA030791

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	
300170 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.14	Identify resources and scope necessary to revise and develop procedures.			Engineering Design	3Q03	04-Dec-03	4Q03	List of resources and scope.

tTrack IDs CA030794

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	16	
300170 3009	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.15	Develop specific performance indicators, standards, or health reports for design engineering programs including calculations, set point control, vendor manuals, and piping analysis.			Engineering Design	4Q03		1Q05	Performance Indicators.

tTrack IDs CA030795

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	80	
300170 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.16	Based upon identified scope and resources, revise and develop procedures.			Engineering Design	4Q03		3Q06	Issued new/revised procedures.

tTrack IDs CA030796

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	320	
300170 3004	1	160	
300170 3005	1	160	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.16.A	Perform a progress review of step OP-14-001.16.			Engineering Design Configuration Management (and Q-List items)	1Q04		2Q05	Completed progress review.

tTrack IDs CA055682

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	24	
300170 3005	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-001.17	Final Effectiveness Review (EFR).			Engineering Design	4Q04		3Q06	Documented Effectiveness Review (EFR).

tTrack IDs EFR030798

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	24	
300170 3009	1	24	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 033378 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Configuration Management (CM) **Plan Status** Open

Action Plan Title: Validate Design Bases for High Risk Systems

Action Plan Number: OP-14-003

Problem Statement: Design Basis documents need to be updated to reflect the current plant configuration.

Causal Factors;

1 Management oversight of the DBD program was not sufficient.

2 Some of the original plant setpoint analysis are not well documented.

Objectives;

1 Design Basis Documents (DBDs) for the following high risk significant systems are updated and validated: *Auxiliary Feedwater, Service Water, Fire Protection, Emergency Diesel Generators, Component Cooling, 480V, and 13.8KV.*

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.1	Select 5 to 8 of the most risk significant system DBDs, (this will cover systems that have 50 to 80% of the CDF). The following seven systems were selected: AF, SW, FP, DG, CC, 480V, and 13.8KV.			Engineering Design Configuration Management (and Q-List items)		22-May-03	2Q03	List of Selected DBD's

tTrack IDs CA030767

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.2	Assign ownership to the selected DBD's within Design Engineering.			Engineering Design	2Q03	11-Jul-03	4Q03	Action accomplished via Action Plan Step OP-14-002.2. This item closed to avoid duplication.

tTrack IDs N/A

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.3	Revise and implement NP 7.7.3, "Design Basis Document Creation, Revision, and Maintenance" and DG-G10, "Design Basis Document Writer's Guide" to support validation and streamlining of the subject DBD's.			Engineering Design Configuration Management (and Q-List items)	2Q03		4Q04	Issuance of NP 7.7.3 and DG-G10

tTrack IDs CA051894

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	160	Contract Services
300170 3005	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.4	Issue validation plan and process for performing validation, performing revisions, and identifying open items and entering them into the CAP system.			Engineering Design Configuration Management (and Q-List items)	2Q03		1Q05	Validation Guideline

tTrack IDs CA030768

Resource	# Persons	Hrs Per Person	Comments
300170 3005	2	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.5	Develop resource requirements and milestone schedule based on completion of work within a 2 year interval.			Engineering Design	2Q04		4Q04	Document schedule

tTrack IDs CA030769

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.6	Validate Design Basis (including DBDs and other design basis information)			Engineering Design Configuration Management (and Q-List items)	3Q04		3Q06	Updated Validated DBDs

tTrack IDs CA030770

Resource	# Persons	Hrs Per Person	Comments
649LCLER	1	200	
CONTPRO	3	600	
300170 3004	4	600	
300170 3005	1	200	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.6.A	Complete validation for Auxiliary Feedwater, Service Water, and Fire Protection. Perform a progress review, validate schedule and quality of completed work.			Engineering Design Configuration Management (and Q-List items)	2Q04		2Q05	Completed progress review.

tTrack IDs CA055683

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.6.B	Complete validation for AFW.			Engineering Design Configuration Management (and Q-List items)	2Q04		3Q04	Updated and validated DBD for AFW.

tTrack IDs CA056772

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.6.C	Complete validation of SW and FP.				3Q04		2Q05	Updated and validated DBD for SW and FP.

tTrack IDs CA056773

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-003.7	Effectiveness Review. Establish periodic DBD reviews as part of the self assessment (SA) plan.			Engineering Design	3Q06		4Q06	Incorporated into station Self-Assessment Plan.

tTrack IDs EFR030771

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	24	
300170 3009	1	24	

Pillar of Excellence: OP **Priority** 1 3C 3B **CAP #** 033380 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Configuration Management (CM) **Plan Status** Open

Action Plan Title: Reduce Ambiguity of Current Licensing Basis for User

Action Plan Number: OP-14-004

Problem Statement: The licensing basis is difficult to retrieve.

Causal Factors:

1 The current system (EDMS) is difficult to use.

Objectives:

1 To establish database or other solution with direct access to CLB documentation of critical and risk significant information. Note: this is not intended to be a total reconstitution of the CLB for PBNP.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.1	Scope definition for CLB clarity and action plan will be developed by a group made up of Regulatory Affairs and License Renewal with input from Engineering. This will look at the licensing basis from an overview vantage point.			License Renewal	2Q03	30-May-03	2Q03	List of 10 CFR 54.3 related subjects, regulations, and systems for CLB development. Survey to find the capability of PBNP personnel to reconstruct a CLB issue. A CLB document structure layout. A survey to be used to determine the peer processes used to develop a CLB summary.

tTrack IDs CA029463

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.2	Develop action plan to improve the clarity of the Current Licensing Basis for Point Beach.			License Renewal	2Q03	11-Jul-03	3Q03	Action Plan for improving Clarity of the CLB.

tTrack IDs CA029463

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.3	Provide interim guidance to PBNP personnel on a process for completing an identified subject CLB reconstitution.			License Renewal	3Q03	22-Dec-03	4Q03	Process document providing guidance for reconstitution of the CLB for a specific subject area.

tTrack IDs CA030772

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	80	
300290 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.4	Draft "White Papers" on key licensing issues as required.			License Renewal	2Q03	20-May-03	3Q03	Necessary white papers are drafted.

tTrack IDs CA030773

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.5	Goals will be set for the action plan by setting priorities based upon the significance to License Renewal, Safety, and or Regulatory risk. A, B, and C categories will be set for each action item in the action plan.			License Renewal	3Q03	24-Nov-03	4Q03	List of subject areas with set priorities and resource needs

tTrack IDs CA030774

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	
300290 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.6	Implement a process and retention tool to contain and allow update of CLB information.			Business I/T Support & Infrastructures	3Q03	10-Dec-03	4Q03	Installed multi-user tool capable of archiving CLB documents or document links and summaries Enhanced process guidance to incorporate completed and new CLB evaluations into the tool. This should include updates to existing evaluations. Concurrence and validation is also part of this process.

tTrack IDs CA030776

Resource	# Persons	Hrs Per Person	Comments
MTRL			$50,000
300220 3008	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.7	Research, collect and summarize priority A items. Document references, links or document copies as well as summaries into tool.			License Renewal	4Q03		4Q04	Completed research, collection, and summary of CLB and install in tool.

tTrack IDs CA030777

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	400	
300290 3004	1	400	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.8	Solution Effectiveness Review - Nuclear Oversight to assess the effectiveness of the CLB Capture tool during the 3rd or 4th quarter of 2004.			Nuclear Oversight	3Q04		4Q04	A report of the benchmarking visit findings.

tTrack IDs CA030778

Resource	# Persons	Hrs Per Person	Comments
300140 3005	2	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.9	*** Deleted in Revision 2 ***			Regulatory Affairs – Compliance	1Q04	03-Mar-04	1Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA030780

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	
300290 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.10	Research, collect and summarize priority B items. Document references, links or document copies as well as summaries into tool.			License Renewal	1Q04		3Q04	Complete research, collection and summaries of priority B items.

tTrack IDs CA030781

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	400	
300290 3004	1	400	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.11	Research, collect and summarize priority C items. Document references, links or document copies as well as summaries into tool.			License Renewal	3Q04		2Q05	Completed research, collection and summaries of priority C items

tTrack IDs CA030782

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	400	
300290 3004	1	400	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-004.12	Provide for legacy program to maintain the tool and its information.			License Renewal	2Q05		2Q05	Tool and new information and update process in place with priority A, B and C information installed.

tTrack IDs CA030783

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	
300290 3005	1	40	

Pillar of Excellence: OP **Priority** 2 3C 3B **CAP #** 033381 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Configuration Management (CM) **Plan Status** Open

Action Plan Title: Validate and Integrate Calculations and Setpoints

Action Plan Number: OP-14-005

Problem Statement: Discrepancies exist in system calculations.
Some setpoints do not have a clear and retrievable design basis.

Causal Factors:

1 Lack of available original Westinghouse or Bechtel analyses.

2 Failure to dedicate resources for creation/maintenance of necessary calculations.

3 Lack of useful cross-reference for equipment, setpoints, calculations, and procedures.

Objectives:

1 Calculations are upgraded to provide a clear basis for safety-related setpoints and to create a cross-reference for setpoints, calculations, and procedures.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.1	Issue generic validation plan			Engineering Design	2Q03	10-Jul-03	3Q03	validation plan

tTrack IDs CA030784

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2	Develop resource requirements and milestone schedule based on completion of work.			Engineering Design Configuration Management (and Q-List items)	2Q03	15-Aug-03	3Q03	Issued schedule

tTrack IDs CA030785

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2.A	OPS/ENG review EOP setpoints. Identify set points that require revision.			Operations	3Q03	13-Oct-03	4Q03	List of STPTs requiring revision.

tTrack IDs CA052523

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	30	
300170 3004	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2.B	Revise and enhance the EOP Setpoint Index in EDMS.			Engineering Design Configuration Management (and Q-List items)	4Q03	18-Dec-03	4Q03	Copy of issued index in EDMS.

tTrack IDs CA052524

Resource	# Persons	Hrs Per Person	Comments
660LCLER	2	15	
300170 3004	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2.C	Determine new format /content /prioritization of EOP setpoint calculations.			Operations	4Q03	17-Nov-03	1Q04	Copy of letter detailing attributes (Content /Format /Prioritization).

tTrack IDs CA052525

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	10	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2.D	Revise/Update/Create calculations.			Engineering Design Electrical – PB	1Q04		2Q05	A copy of the signature page from each calculation within the scope of the project showing approval signatures.

tTrack IDs CA052526

Resource	# Persons	Hrs Per Person	Comments
647LCLER	2	1298	
CONTPRO	10	1150	
300170 3004	6	200	
300200 3005	5	100	
300370 3005	1	156	
300370 3009	1	156	
300400 3004	12	2400	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2.E	Final review and acceptance of the revised EOP setpoint calculations.			Operations	4Q04		2Q05	A copy of each signature page from the revised EOP setpoint calculations showing Operations acceptance signatures.

tTrack IDs CA052527

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.2.F	Implement revised EOP setpoints in Emergency Operating Procedures.			Operations	1Q05		4Q05	A copy of memo detailing EOPs changed.

tTrack IDs CA052528

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	320	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.3	Identify the population of calculations.			Engineering Design Configuration Management (and Q-List items)	4Q03		2Q04	List of calculations subject to validation.

tTrack IDs CA055448

Resource	# Persons	Hrs Per Person	Comments
300170 3004	9	400	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.4	Make presentation to We Energies Senior Project Team regarding project scope, schedule and budget.			Engineering Design			1Q04	Meeting notes from presentation to We Energies Senior Project Team.

tTrack IDs CA055449

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.5	Commence work on project.			Engineering Design		08-Mar-04	1Q04	Documented communication of project kickoff.

tTrack IDs CA055450

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.6	Develop progress indicators to track work completed vs. expenditures.			Engineering Design Configuration Management (and Q-List items)			1Q04	Performance Indicators.

tTrack IDs CA055451

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.7	Prepare semi-annual progress report.			Engineering Design	2Q02		3Q04	. Progress report.

tTrack IDs CA055452

Resource	# Persons	Hrs Per Person	Comments
300170 3005	2	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.8	Perform mid-project effectiveness review.			Engineering Design	3Q04		3Q04	Effectiveness review report.

tTrack IDs EFR055453

Resource	# Persons	Hrs Per Person	Comments
300170 3004	3	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.9	Prepare semi-annual progress report			Engineering Design	1Q05		1Q05	Progress report.

tTrack IDs CA055454

Resource	# Persons	Hrs Per Person	Comments
300170 3005	2	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.10	Incorporate relational database into station information system.			Business I/T Support & Infrastructures	2Q05		2Q05	Relational database online and available to station personnel.

tTrack IDs CA055455

Resource	# Persons	Hrs Per Person	Comments
300220 3008	3	120	
300220 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-005.11	Perform final effectiveness review.			Engineering Design	1Q06		1Q06	Effectiveness Review report.

tTrack IDs EFR055457

Resource	# Persons	Hrs Per Person	Comments
300170 3004	3	40	

Pillar of Excellence: OP **Priority** 2 3C 3B **CAP #** 033416 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Configuration Management (CM) **Plan Status** Open

Action Plan Title: Updated Vendor Technical Information Program (VTIP)

Action Plan Number: OP-14-007

Problem Statement: The Vendor Technical information program (VTIP) does not meet industry standards.

Causal Factors;

1 Lack of ownership of the Vendor Technical Information program.

Objectives;

1 The VTIP program responsibilities assigned to Configuration Manangement Group.
2 Strengthen the VTIP program and address issues identified in a self-assessment.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.1	Establish process ownership and procedures.			Engineering Design		23-May-03	2Q03	Procedures NP 7.2.13 and NP 7.2.14 have been approved and issued. Ownership of VTIP is with Engineering Design Configuration Management group.

tTrack IDs CA030936

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.2	Identify resources necessary to support the vendor technical information program.			Engineering Design	2Q03	10-Nov-03	4Q03	Identification of personnel.

tTrack IDs CA030939

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.3	Assign resources to configuration management group.			Engineering Design Configuration Management (and Q-List items)	3Q03		1Q05	Issue purchase order to contractor or assignment of duties to new or existing staffing.

tTrack IDs CA030941

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	8	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.4	Perform review of vendor contact program, incorporate industry best practices.			Engineering Design Configuration Management (and Q-List items)	4Q03		2Q05	Issuance of revised procedure, NP 7.2.14.

tTrack IDs CA030943

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.5	Effectiveness Review (EFR).			Engineering Design	2Q04		2Q05	Survey of users.

tTrack IDs CA030945

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	24	
300170 3009	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.6	Obtain funding approval for necessary resources identified in step OP-14-007.2.			Engineering Design Configuration Management (and Q-List items)	2Q04		2Q04	Funding approval.

tTrack IDs CA031984

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.7	Develop a plan and identify resources for baselining of CIMs for key safety related components.			Engineering Design Configuration Management (and Q-List items)		06-Nov-03	1Q04	Completed plan and required resources identified.

tTrack IDs CA055684

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	24	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-007.8	Review and address issues identified in the VTIP self-assessment and in CA000248, CA001634, and CA002968.			Engineering Design Configuration Management (and Q-List items)	2Q04		2Q04	Report summarizing review and identifying follow up corrective actions.

tTrack IDs CA055685

Resource	# Persons	Hrs Per Person	Comments
300170 3005	1	96	

Pillar of Excellence: OP **Priority** 1 1A 1A **CAP #** 033417 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Configuration Management (CM) **Plan Status** Open

Action Plan Title: AFW Design Basis Validation Project

Action Plan Number: OP-14-008

Problem Statement: Concerns regarding the integrity of the design and licensing basis of the AFW System exist.

Causal Factors;

1 This system is complex and has transitioned from non-safety related to safety related post TMI.

2 Design and licensing basis was not adequately maintained.

Objectives;

1 Accurate and well-documented design and licensing basis of the AFW System.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.1	Gain Project Review Board (PRB) approval for Study.			Site Projects		31-Dec-02	4Q02	Signed Request for Phased Approval (RPA.)
		tTrack IDs	CA030949					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.2	Data Gathering/Analysis by External Independent Assessment Team to validate current AFW operation & maintenance meets established design and licensing basis.			Engineering Design		01-Feb-03	1Q03	Assessment Data assembled.
		tTrack IDs	CA030949					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.3	Issue Initial Report by External Independent Assessment Team			Engineering Design		11-Mar-03	1Q03	Issued Initial Report.
		tTrack IDs	CA030949					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.4	NMC Engineering Review of External Independent Assessment Team Report			Engineering Design		04-Apr-03	2Q03	Reviewed Initial Report.
		tTrack IDs	CA030949					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.5	Re-circulation line orifice confirmatory flow testing, by External Independent Assessment Team, of original and new design orifices.			Engineering Design		16-Apr-03	2Q03	Flow test data and report.
		tTrack IDs	CA030949					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.6	NMC Engineering/ External Independent Assessment Team Diagnostic Review of AFW system.			Engineering Design I&C	1Q03	13-Sep-03	3Q03	Final Report assessing AFW Design and Licensing Basis.
		tTrack IDs	CA051876					

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	4	40	
300160 3004	8	100	
300170 3004	9	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-14-008.7	Revalidate the AFW design basis (This is the measure of effectiveness.)			Engineering Design	2Q03		3Q06	Final AFW Analysis Report

tTrack IDs EFR030952

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	50	
CONTPRO	3	100	
CONTPRO	1	100	
300160 3004	2	20	
300160 3004	6	100	
300170 3004	2	20	
300170 3004	1	50	

Pillar of Excellence: OP **Priority** 1 3A 3B **CAP #** 033389 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Security **Plan Status** In Closure

Action Plan Title: *Preparation for Interim Compensatory Measures (ICM) Inspection*

Action Plan Number: OP-20-001

Problem Statement: There is a requirement to comply with the NRC Security Order Interim Safeguards and Security Compensatory Measures.

Causal Factors;

1 Preparations have not been completed to ensure the site is adequately prepared for the ICM inspection.

Objectives;

1 Successful Security ICM inspection with no NRC violations or findings.

NOTE: NRC issued Order for Compensatory Measures contains Safeguards Information. Contact Action Plan Owner for details.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-20-001.1	Identify support personnel per group for ICM.			Security PBNP	1Q03	07-May-03	2Q03	List of Team Members.

tTrack IDs CA030813

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-20-001.2	Individuals designated in Step 1, to review with security the specific actions that are listed within the ICM.			Security PBNP	2Q03	14-Jul-03	3Q03	Documentation of review.

tTrack IDs CA030814

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	4	
300130 3005	1	4	
300170 3005	1	4	
300290 3004	1	4	
300350 3005	1	4	
300350 3005	1	4	
300360 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-20-001.3	Individuals to review ICM material, NEI guidance/compliance criteria and PBNP response dated August 31, 2002.			Security PBNP	2Q03	14-Jul-03	3Q03	Documentation of review.

tTrack IDs CA030815

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	4	
300130 3005	1	4	
300170 3005	1	4	
300290 3004	1	4	
300350 3005	1	4	
300350 3005	1	4	
300360 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-20-001.4	Individuals to review the NRC Temp Inspection (TI) documentation 2515, Rev 2. Verify PBNP response material addresses TI. Identify deltas between response material and TI.			Security PBNP	2Q03	14-Jul-03	3Q03	Documentation of review.

tTrack IDs CA030816

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	4	
300130 3005	1	4	
300170 3005	1	4	
300290 3004	1	4	
300350 3005	1	4	
300350 3005	1	4	
300360 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-20-001.5	Conduct effectiveness review			Security PBNP	3Q03	22-Jul-03	3Q03	Effectiveness Report Report

tTrack IDs EFR030817

Resource	# Persons	Hrs Per Person	Comments
100000 1000	2	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
OP-20-001.6	Personnel identified within action Step 1 required support NRC inspection.			Security PBNP	3Q03	08-Aug-03	3Q03	Exit meeting notes documenting participation.

tTrack IDs CA030818

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	40	
300130 3005	1	40	
300170 3005	1	40	
300290 3004	1	40	
300350 3005	1	40	
300350 3005	1	40	
300360 3005	1	40	

Pillar of Excellence: EQ **Priority** 1 3C 1C **CAP #** 029129 033393 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: AFW Appendix R Firewall Project

Action Plan Number: EQ-15-001

Problem Statement: Appendix R safe shutdown analysis done during rebaselining project, identified need for additional fire separation in Auxiliary Feedwater Pump room.

Causal Factors;

1 Appendix R rebaselining project utilized more rigorus analytical techniques and criteria than were available during original Appendix R analysis.

Objectives:

1 Complete modifications required to resolve Auxiliary Feedwater Pump room Appendix R issues.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.1	Complete Engineering for Mod MR99-034B (Relocate Electrical Components)			Engineering Design Electrical – PB		01-Dec-02	4Q02	Approved Mod Package

tTrack IDs CA030833

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.2	Complete Engineering for Mod MR99-034C (Relocate Piping/Tubing & Install Fire Damper)			Engineering Design Civil/Structural – PB		01-Dec-02	4Q02	Approved Mod Package

tTrack IDs CA030834

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.3	Complete Engineering for Mod MR99-034D (relocate conduit and pipe supports)			Engineering Design Civil/Structural – PB		01-Dec-02	4Q02	Approved Mod Package

tTrack IDs CA030835

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.4	Complete Engineering for Mod MR99-034 (Install 3 hour firewall).			Engineering Design Civil/Structural – PB		03-Oct-02	4Q02	Approved Mod Package.

tTrack IDs N/A

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.5	Complete Engineering for Mod MR99-034A (Modify Halon Detection and Annunciation System)			Engineering Design Civil/Structural – PB	1Q03	01-Jul-03	3Q03	Approved Mod Package

tTrack IDs CA030836

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.6	Complete Design Engineering Review Board for Mod MR99-034A			Engineering Design Electrical – PB	1Q03	01-Jul-03	3Q03	Design Review Board approval.

tTrack IDs CA030836

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.7	Complete Engineering for Mod MR99-033 (Install the 1 hour fire wrap)			Engineering Design Electrical – PB	1Q03	04-Sep-03	3Q03	Approved Mod Package

tTrack IDs CA030837

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.8	Complete Mod Implementation MR99-034B (Relocate Electrical Components)			Maintenance Construction (General Supervisor Installation Services)	4Q02		2Q04	Modification installed and accepted.

tTrack IDs CA030838

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	3	40	
300100 3005	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.9	Complete Mod Implementation MR99-034C (Relocate Piping/Tubing & Install Fire Damper)			Maintenance Construction (General Supervisor Installation Services)	4Q02		2Q04	Modification installed and accepted.

tTrack IDs CA030838

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	2	40	
300100 3005	1	20	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.10	Complete Mod Implementation MR99-034D (Relocate Conduit and Pipe Supports)			Maintenance Construction (General Supervisor Installation Services)	4Q02		2Q04	Modification installed and accepted.

tTrack IDs CA030839

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	2	16	
300100 3005	1	4	
300170 3004	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.11	Complete Mod Implementation MR99-034A (Modify Halon Detection and Annunciation System)			Maintenance Construction (General Supervisor Installation Services)	3Q03		2Q04	Modification installed and accepted.

tTrack IDs CA030840

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	1	776	
300100 3005	1	100	
300170 3004	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.12	Complete Mod Implementation MR99-033 (Install fire wrap). Some Field Engineering will be required.			Maintenance Construction (General Supervisor Installation Services)	2Q03		2Q04	Modification installed and accepted.

tTrack IDs CA030841

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS		1830	
300100 3005	2	80	
300170 3004	1	80	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.13	Modification Closeout			Site Projects	4Q03		2Q04	Modification close out package.

tTrack IDs CA030842

Resource	# Persons	Hrs Per Person	Comments
300370 3005	1	138	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-001.14	Complete Mod Implementation MR99-034 (Install 3 hour firewall).			Maintenance Construction (General Supervisor Installation Services)	2Q03		2Q04	Modification installed and accepted.

tTrack IDs CA031651

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	0	1830	
300100 3004	2	80	
300170 3004	1	80	

Pillar of Excellence: EQ **Priority** 1 4A 4B **CAP #** 033394 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: MEMCOR Microfiltration Project

Action Plan Number: EQ-15-002

Problem Statement: The Makeup Water Pre-treatment System does not provide water of acceptable quality for the Reverse Osmosis equipment.

Causal Factors:

1 Original pre-treatment process generated a waste stream that challenged Wisconsin Department of Natural Resources suspended solids limits.

2 Original pre-treatment equipment did not provide Reverse Osmosis System with acceptable feedwater quality.

Objectives:

1 Implement makeup water pre-treatment filtration equipment that supplies acceptable feedwater for the Reverse Osmosis System.

2 Meet or exceed the goal for Reverse Osmosis System feedwater quality after system is in service.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.1	Gain Projects Review Board approval for Design Phase			Site Projects		23-Jun-03	3Q03	Approved Request for Phased Approval.
		tTrack IDs	CA030843					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.2	Procure Long Lead MicroFiltration Units			Site Projects		23-Jun-03	3Q03	Delivered Units.
		tTrack IDs	CA030844					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.3	Complete Design Modification for Pre-treatment Area Demolition (MR02-033*A)			Engineering Design	3Q02	14-Jul-03	3Q03	Approved Modification MR02-33*A.
		tTrack IDs	CA030845					

Resource	# Persons	Hrs Per Person	Comments
300170 3009	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.4	Update and develop Operations and Maintenance Procedures.			Chemistry	3Q03		2Q04	Documented procedure approvals.

tTrack IDs CA030846

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	800	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.4.A	Update and develop Operations and Maintenance procedures to support MR02-033*B.			Maintenance			2Q04	Documented procedure approvals.

tTrack IDs CA030846

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.4.B	Update and develop Operations and Maintenance procedures to support MR02-033*C.			Chemistry			2Q04	Documented procedure approvals.

tTrack IDs CA030846

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.5	Complete Design Modification for MicroFiltration Installation (MR02-033*B)			Engineering Design	4Q02	30-Sep-03	3Q03	Approved Modification MR02-33*B.

tTrack IDs CA030847

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	220	
300370 3005	4	140	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.6	Gain Project Review Board Approval for Implementation Phase			Site Projects		23-Jun-03	3Q03	Approved Request for Phased Approval form.

tTrack IDs CA030848

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.7	Field Implementation for Demolition (MR02-033*A)			Maintenance Construction (General Supervisor Installation Services)	3Q03	20-Oct-03	4Q03	Area has been prepared for Installation IWP (picture attached)

tTrack IDs CA030849

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	15	324	
300100 3004	1	260	
300170 3004	2	160	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.8	Field Implementation for Installation (MR02-033*B)			Maintenance Construction (General Supervisor Installation Services)	4Q03		2Q04	IWP Acceptance by Ops.

tTrack IDs CA030850

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	15	867	
300100 3004	1	360	
300170 3004	2	270	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.9	Complete Design Modification for Softener Abandonment (MR02-033*C)			Engineering Design	3Q03	30-Jan-04	1Q04	Approved Modification MR02-033*C.

tTrack IDs CA030851

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	40	
300370 3005	4	179	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.10	Field Implementation for Softener Abandonment (MR02-033*C)			Maintenance Construction (General Supervisor Installation Services)	2Q04		2Q04	IWP Acceptance by Ops.

tTrack IDs CA030852

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	8	134	
300100 3004	1	100	
300170 3004	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.11	Modification Closeout			Engineering Design	2Q04		3Q04	Plant Design Change Checklist signed by Supervisor.

tTrack IDs CA030853

Resource	# Persons	Hrs Per Person	Comments
300170 3004	4	138	
300400 3004	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.12	Complete MEMCOR Operations Training			Training Operations Requal	4Q03		2Q04	Training Records

tTrack IDs CA031923

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-002.13	Complete MEMCOR Maintenance Training			Training Maintenance	4Q03		2Q04	Training Records

tTrack IDs CA031924

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	40	

Pillar of Excellence: EQ **Priority** 2 3C 3B **CAP #** 033395 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Replacement of Plant Perimeter Project

Action Plan Number: EQ-15-003

Problem Statement: The plant protected area perimeter intrusion detection system (PIDS) equipment needs to be replaced. Replacement of the PIDS is a NRC commitment.

Causal Factors:

1 The original equipment installed in the late 1970s can no longer be repaired because spare parts are no longer available as the technology is obsolete.

Objectives:

1 PIDS upgrade completed and accepted.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.1	Issue approved Civil package MR99-011*B			Engineering Design Civil/Structural – PB	1Q03	27-Jun-03	3Q03	Approved MR99-011*B

tTrack IDs CA030854

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	8	
300170 3004	2	20	
300170 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.2	Presentation of MR99-011*B and Approval from PRB for Phase 3			Site Projects	2Q03	12-Jun-03	2Q03	Phase 3 Approval from PRB

tTrack IDs CA030855

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	40	
SECURITY	1	10	
300370 3009	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.3	Implement MR99-011*B, Security department to accept conditional acceptance.			Site Projects	2Q03	24-Dec-03	4Q03	Security declares civil portion of modification usable.

tTrack IDs CA030856

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	6	360	
CONTPRO	3	360	
CONTSRVS	2	280	
300100 3005	1	360	
300170 3004	2	80	
300350 3005	1	160	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.4	Issue approved package for Electrical MR99-011*E			Engineering Design I&C	1Q03	24-Oct-03	4Q03	Approved MP99-011*E, or partial releases that support the implementation schedule.

tTrack IDs CA030857

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	3	80	
300100 3005	1	80	
300170 3004	2	160	
300350 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.5	Presentation of MR99-011*E and Approval from Project Review Board (PRB).			Site Projects	2Q03	07-Aug-03	3Q03	Phase 3 Approval from PRB

tTrack IDs CA030858

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	40	
SECURITY	1	10	
300370 3009	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.6	Implementation/completion of MR99-011*E			Site Projects	3Q03		3Q04	Security declares new Security System operable.

tTrack IDs CA030859

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	6	420	
CONTPRO	3	420	
CONTSRVS	2	320	
300100 3005	1	420	
300170 3004	2	120	
300350 3005	1	200	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.7	Issue approved package for Demolition and Abandonment MR99-011*F			Engineering Design	3Q03		2Q04	Approved MP99-011*F.

tTrack IDs CA030860

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	3	80	
300100 3005	1	80	
300170 3004	2	160	
300350 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.8	Presentation/approval of MR99-011*F from PRB			Site Projects	2Q03	16-Sep-03	4Q03	Phase 3 Approval from PRB.

tTrack IDs CA030861

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	40	
SECURITY	1	10	
300370 3009	1	5	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.9	Implementation/completion of MR99-011*F			Site Projects	3Q03		3Q04	Acceptance by Security.

tTrack IDs CA030862

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	6	240	
CONTPRO	3	240	
CONTSRVS	2	180	
300100 3005	1	240	
300170 3004	2	60	
300350 3005	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.10	MR99-011 Modification closeout			Site Projects	4Q03		4Q04	Plant Design Checklist signed by Supervisor.

tTrack IDs CA030863

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	80	
CONTSRVS	2	120	
300100 3005	1	40	
300170 3004	2	80	
300350 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.11	Complete schedular commitment changes necessary to execute this Action Plan. The NRC commitment date is 12/31/03. This Plan will not be completed until mid-2004.			Site Projects	3Q03	16-Sep-03	3Q03	Documented commitment change in accordance with NP 5.1.7.

tTrack IDs CA031971

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-003.12	Training for new perimeter intrusion detection equipment.			Site Projects	3Q03		2Q04	Provide systems training for I&C technicians, and user training for Security personnel. Engineering representatives involved in the project are to be invited to both types of training.

tTrack IDs CA055674

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	40	
300100 3004	1	16	
300130 3006	1	400	
300150 3004	1	8	
300170 3004	1	32	
300320 3005	1	80	
300350 3005	1	80	
300350 3008	1	16	
300370 3009	1	40	

Pillar of Excellence: EQ **Priority** 2 3C 3B **CAP #** 033405 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** In Closure

Action Plan Title: High Energy Line Break Project

Action Plan Number: EQ-15-006

Problem Statement: A High Energy Line Break (HELB) could expose safe shutdown equipment located on the 26 ft elevation and below of the Primary Auxiliary Building (PAB) to a harsh environment.

Causal Factors:

1 Equipment in the PAB on the 26 ft elevation and below was not included in the original EQ program. (Recent engineering analyses determined that harsh environments may exist in these areas [CAP001559] for certain steam line breaks.)

Objectives:

1 Install walls, ducts and dampers that will prevent safe shutdown equipment from being exposed to a harsh environment.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.1	Gain Project Review Board (PRB) approval for Study Phase			Engineering Design Mechanical – PB	2Q02	01-Jun-02	2Q03	Signed Request for Phased Approval (RPA)
		tTrack IDs	CA030918					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.2	Gain Approval for the Design Phase			Engineering Design Mechanical – PB	2Q02	15-Aug-02	2Q03	Signed RPA
		tTrack IDs	CA030918					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.3	Gain Approval for the Implementation Phase			Engineering Design Mechanical – PB	4Q02	06-Jan-03	2Q03	Signed RPA

tTrack IDs CA030918

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.4	Complete Engineering for Mod MR99-003			Engineering Design Mechanical – PB	3Q02	25-Mar-03	2Q03	Approved Mod Package

tTrack IDs CA030918

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.5	Engineered Materials on Site			Engineering Design Mechanical – PB	1Q03	14-Aug-03	3Q03	Materials ready to Install

tTrack IDs CA030919

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.6	Complete Prefab Construction			Maintenance Construction (General Supervisor Installation Services)	2Q03	14-Jul-03	3Q03	Prefab duct const. complete

tTrack IDs CA030920

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	1	350	
300100 3005	2	120	
300170 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.7	Complete Implementation			Maintenance Construction (General Supervisor Installation Services)	2Q03	25-Aug-03	3Q03	Modification installation documentation.

tTrack IDs CA030921

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	1	700	
300100 3005	2	200	
300170 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-006.8	Modification Closeout			Site Projects	4Q03	09-Dec-03	4Q03	Modification closeout documentation.

tTrack IDs CA030922

Resource	# Persons	Hrs Per Person	Comments
300370 3005	1	138	

Pillar of Excellence:	EQ	**Priority**	2 5E 5D	**CAP #** 033406	**Plan Type**	Improvement	**Plan Revision No:** 2
Focus Area:	Equipment Reliability (AFW)						**Plan Status** In Closure
Action Plan Title:	CAS Ventilation System Project						
Action Plan Number:	EQ-15-007						

Problem Statement: The Central Alarm Station (CAS) Ventilation System is at the end of life and requires replacement

Causal Factors:

1 Business Initiative - Causal Factors not required.

Objectives:

1 Replace the CAS Ventilation system with a new system.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.1	Gain PRB approval for Design/Implementation Phase of MR 03-001			Business		15-Nov-02	2Q03	Approved RPA
		tTrack IDs	CA030923					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.2	System Walk Down with Design Engineering			Business		19-May-03	2Q03	Documented Walk Down
		tTrack IDs	CA030923					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.3	Turnover Mod Development to Design Engineering			Business		20-May-03	2Q03	Turnover Complete
		tTrack IDs	CA030923					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.4	Modification Development (MR 03-001)			Engineering Design	2Q03	25-Jul-03	3Q03	Mod Package design complete.

tTrack IDs CA030924

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.5	Final Design, Design Review Board (DRB) Presentation			Engineering Design	3Q03	10-Sep-03	3Q03	Documentation of presentation.

tTrack IDs CA030925

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.6	Modification Implementation			Engineering Design	3Q03	09-Dec-03	4Q03	Operations modification acceptance documentation.

tTrack IDs CA030926

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	2	80	
CONTSRVS	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-007.7	Modification Closeout			Engineering Design	3Q03	22-Jan-04	1Q04	Modification closeout documentation.

tTrack IDs CA030927

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	1	40	

Pillar of Excellence: EQ **Priority** 3 4B 4D **CAP #** 033421 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Implement Fleet Equipment Reliability Excellence Plans

Action Plan Number: EQ-15-010

Problem Statement: Point Beach has not fully implemented Fleet Equipment Reliability Excellence Plans

Causal Factors:

1 Business Plan - No Causal Factors

Objectives:

1 Point Beach has the Fleet Equipment Reliability Excellence Plans in place

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.1	*** Deleted in Revision 2 ***			Engineering Equipment Systems I&C		25-Feb-04	2Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA030973

Resource	# Persons	Hrs Per Person	Comments
300020 3005	2	80	
300150 3005	1	80	
300170 3005	1	80	
300320 3005	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.2	Single failure vulnerability study for Feedwater System (3.A.3)			Engineering Equipment Systems BOP Mechanical		26-Aug-03	3Q03	Feedwater Vulnerability Report

tTrack IDs CA030982

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	
300150 3004	2	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.3	Corrective actions from studies to Plant Health Committee (3.D.1)			Engineering Equipment Systems BOP Mechanical		10-Dec-03	4Q03	Completed CAP Assessment

tTrack IDs CA030988

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	32	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.4	Implement SMART & SYSMON for critical systems			Engineering Equipment Performance	1Q03	24-Sep-03	3Q03	See action plan for system monitoring improvements.

tTrack IDs CA030989

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.5	*** Deleted in Revision 2 ***			Engineering Equipment Performance	1Q03		4Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA030990

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.6	Adopt and implement EPRI Database templates.			Engineering Programs Testing	1Q03		4Q04	EPRI templates incorporated into PM Program.

tTrack IDs CA030991

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.7	Complete implementation of PdM action plans			Engineering Programs Testing	1Q02	01-Jun-03	3Q03	PdM Gap Analysis, green for all 3 programs.

tTrack IDs CA030993

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	24	
300160 3008	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.8	Equipment Reliability Self Assessment			Engineering Programs Testing		26-Nov-03	4Q03	Self-Assessment Report.

tTrack IDs CA030995

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	80	
300160 3004	1	80	
300160 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9	Develop Long Range Action Plans for SYSTEMS (5.C.1)			Engineering Equipment Systems I&C	1Q03	10-Jul-03	1Q04	Complex systems are managed and maintained by using Long Range Action Plans that have a basis and tools to determine long range priorities. (See sub steps for details)

tTrack IDs CA030996

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.A	Determine the attributes, structure, appearance and contents of a "System Long Range Action Plan"			Engineering Equipment Systems Electrical		30-May-03	2Q03	"A set of criteria will be developed (a wish list):Online Web Based *Point and Click Interface *Descriptive Cover Page *System Report / Executive Summary *Table Of Contents *Issue Matrix *Action Plan Time Line
		tTrack IDs	CA031001					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.B	Develop the methods for obtaining the data specified in step 9.01			Engineering Equipment Systems I&C		30-May-03	2Q03	A basic method to gather the information in order to build the System Long Range Action Plan (Comprehensive approach: WOs, CAPs, OWAs, OEs, EWRs, T-Mods, SPEEDs, MODs, Other issues) Problems 'binned' to issue categories History Issue Summary
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.C	Create an initial Long Range Action Plan template for a "Ghost" system and sketch the basic process for how the plan was developed and brought together			Engineering Equipment Systems I&C		30-May-03	2Q03	A Ghost system with all the required criteria specified in step 9.1, and notes on how it was put together.
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.D	Develop a guideline that can be followed by others to create a System Long Range Action Plan by PHASE.			Engineering Equipment Systems I&C		30-May-03	2Q03	A guideline that gives all required steps to build a Long Range Action Plan. PHASE A, EQUIPMENT ISSUES - "HARDWARE" PHASE B, TRENDING / RELIABILITY PHASE C, PROCEDURES / ADMIN
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.E	Choose a system that will be used as a prototype to build a Long Range Action Plan for.			Engineering Equipment Systems I&C		30-May-03	2Q03	A system will be chosen by name EHC (IC)
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.F	Create a Long Range Action Plan (Through PHASE A - Equipment Issues) for the Prototype EH-C System			Engineering Equipment Systems I&C		30-May-03	2Q03	A comprehensive Long Range Action Plan developed for the EH-C system
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.G	Gather all source data specified in Step 9.02			Engineering Equipment Systems I&C		30-May-03	2Q03	Compilation of all major data. Data gathered back to approximately 1996 when available
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.H	Review / Validate source data and place into "Issue Categories" to a component level			Engineering Equipment Systems I&C		30-May-03	2Q03	Issue Categories Defined (Over 1,000 items sorted. Relevant items placed in database at the component level)
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.I	Prioritize issues/problems using a consistent prioritization scheme. Create a Matrix of the Top Equipment Performance issues.			Engineering Equipment Systems I&C		30-May-03	2Q03	All Equipment Issues prioritized
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.J	Develop An Executive Summary Level - SYSTEM STATUS/HEALTH REPORT.			Engineering Equipment Systems I&C		30-May-03	2Q03	A report for management (online accessible) of the System Status / Health Report
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.K	Develop the Action Plan Time Line for the Top 5 to 10 system issues. Identify all major steps, resources required and all barriers. Tie each issue to a CAP (When work on issue is started)			Engineering Equipment Systems I&C		30-May-03	2Q03	A timeline showing the success path to resolve each issue. CA tracking the work progress.(CAP (Tracking),WOs, Planning Details,Evaluations, Parts Procured, Scheduling (Outages / Work Week), Funded in Maint Budget or, Plant Health Committee (if necessary), EWRs, MODs, CFCs, DCNs, Components/Part Installation, SPEEDs, 10 CFR 50.59, Any Additional Monitoring)
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.L	Develop a basic report of Expected Performance Improvements. Describe why performance will improve - what it will look like.			Engineering Equipment Systems I&C		30-May-03	2Q03	Report of expected performance improvements
		tTrack IDs	CA031006					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.M	Rigorously review the EH-C System Long Range Action Plan for technical content and merit. Validate findings, provide comments			Eng Equip Systems Maintenance Engineers - Mechanical		30-May-03	2Q03	Heavy scrutiny with a high degree of scrutiny by a recognized expert, results verified and or deficiencies or 'holes" identified
		tTrack IDs	CA031010					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.N	Reconcile all findings found during independent review			Engineering Equipment Systems I&C	3Q03	01-Jul-03	3Q03	All findings validated and incorporated into EHC system Long Range Action Plan

tTrack IDs CA031012

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.O	Revise the draft guideline with feedback obtained during the independent review. Place Rev 0. of the guideline in EDMS.			Engineering Equipment Systems I&C	4Q03	01-Jul-03	4Q03	Rev 0. Of the guideline 'created' in EDMS.

tTrack IDs CA031014

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.P	Prepare and give a presentation of the System Long Range Action Plan Process to Point Beach Senior management and System Engineering Supervisors			Engineering Equipment Systems I&C	4Q03	01-Jul-03	4Q03	Presentation of new process. "This is what it can do", "Look what it has done".

tTrack IDs CA031016

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.Q	Identify remaining electrical and control systems that should have Long Range Action Plans. Schedule due dates for completion of systems requiring Long Range Action Plans			Engineering Equipment Systems I&C	1Q04	01-Jul-03	1Q04	A list of systems requiring Long Range Action Plans are scheduled with due dates. Systems should be chosen based on complexity and whether they have obvious performance issues affecting plant operation. (Some work toward this has been started on NI and FW/SGWLC)

tTrack IDs CA031018

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-010.9.R	Effectiveness review of Long Range Action Plans			Engineering Equipment Systems I&C	1Q04	01-Jul-03	1Q04	Effectiveness Report

tTrack IDs EFR031019

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	8	

Pillar of Excellence: EQ **Priority** 1 3B 3B **CAP #** 033426 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Equipment Reliability (AFW) - **Plan Status** Open

Action Plan Title: Bolted Fault

Action Plan Number: EQ-15-011

Problem Statement: The calculated worst case fault current does not include the correct design basis assumptions and may exceed the design rating of some motor control centers and power panel breakers.

Causal Factors:

1 Changes made to plant electrical load configurations may have increased fault current beyond original design margin.

2 Reanalysis of plant electrical systems revealed previously unknown design limitations for worst case fault interrupting capability.

Objectives:

1 Calculations to support fault protection reflect design basis assumptions.

2 Plant equipment is restored to capability that can withstand calculated fault current.

3 Bolted fault project is completed in accordance with project schedule.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.1	Obtain budget approval from WE.			Site Projects		06-Aug-03	3Q03	Signed PAR

tTrack IDs CA031021

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	3500	
300170 3004	2	1500	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.2	Complete design field eng. for MCCs.			Engineering Design Electrical – PB	2Q02		4Q05	Approved change packages.

tTrack IDs CA031023

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	5000	
300370 3005	2	1750	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.3	Procure and Receive MCC Buckets.			Business Supply Chain	1Q02		1Q05	All MCC Buckets On-site and accepted.

tTrack IDs CA031024

Resource	# Persons	Hrs Per Person	Comments
300240 3004	1	96	Procurement Engineer
300240 3004	1	96	Receipt Engineer

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.4	Procure and Receive MCC Bracing.			Business Supply Chain	1Q02	15-Feb-03	1Q03	All Bracing On-site and accepted.

tTrack IDs CA031025

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.5	Complete Design Analysis Engineering. Revise degraded grid calculations to support changing transformer tap settings. Revise short circuit calculations based on tap settings. The following actions are tied to LER 266/97-032-00: A) PBNP 4160V and 480V system operating voltages are significantly higher than normal system voltages and therefore increase the magnitude of available fault current (related to the new fault duty calculation, N97-0154, Rev.0). Action from closed CR 93-137, Action 4). B) Operating the 480V system at voltages higher than 500V causes equipment to be de-rated from ratings at 480V to ratings at 600V for fault current (related to the new fault duty calculation, N97-0154, Rev.0). (Action closed from CR 93-137, Action 5). C) Calculation assumes all the contributing loads are on. System model should be revised with plant operations to determine more realistic equipment alignments (related to the new fault duty calculation, N97-0154, Rev.0). (Action closed from CR 93-137, Action 6). D) Additional scenarios should be analyzed and existing scenarios should be revised to more accurately reflect how PBNP is operated (related to the new fault duty calculation, N97-0154, Rev.0). (Action closed from CR 93-137, Action 7).			Engineering Design Electrical – PB	4Q02		3Q04	Approved Calculations

tTrack IDs CA031027

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	2500	
300170 3004	1	850	
300370 3005	2	3270	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.5.A	Facilitate independent and regulatory reviews.			Site VP & ECP	4Q04		4Q04	Plan closeout package for Step 5.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.6	Complete MCC New Bucket Installation.			Site Projects	3Q02		1Q07	Ops Accepts MCC modification.

tTrack IDs CA031030

Resource	# Persons	Hrs Per Person	Comments
655LELEC	4	6750	
300310 3005	2	7000	
300330 3007	2	3300	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.7	Complete MCC Bracing Installation.			Site Projects	2Q04		1Q07	Ops And Eng Accept bracing modifications.

tTrack IDs CA031031

Resource	# Persons	Hrs Per Person	Comments
655LELEC	3	1280	
300310 3005	1	1460	
300330 3007	1	640	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.8	Determine Scope of Power Panel (PP)/Motor Control Center (MCC) Individual Breaker Replacement.			Engineering Design Electrical – PB	3Q04		2Q05	Issue BOM to Procurement

tTrack IDs CA031033

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	200	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.9	Procure PP/MCC Individual Replacement Breakers.			Business Supply Chain	3Q04		3Q05	All PP/MCC Individual Breakers On-Site and accepted.

tTrack IDs CA031035

Resource	# Persons	Hrs Per Person	Comments
300240 3004	1	40	Procurement Engineer
300240 3004	1	12	Receipt Engineer

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.10	Complete Implementation Of PP/MCC Individual Breaker Replacements.			Site Projects	4Q03		1Q06	Ops And Engineering Accept PP modifications.

tTrack IDs CA031036

Resource	# Persons	Hrs Per Person	Comments
654LOPR1	1	40	
655LELEC	3	120	
300050 3008	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.11	Determine Scope Of XFMR Tap Changes and issue change package.			Engineering Design Electrical – PB	2Q04		1Q06	Approved change package.

tTrack IDs CA031037

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	400	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.12	Procure XMFR Tap Change Material.			Business Supply Chain	3Q04		4Q04	Material On-Site And Inspected or Confirmation documented that no material is required.

tTrack IDs CA031038

Resource	# Persons	Hrs Per Person	Comments
300240 3004	1	24	Procurement Engineer
300240 3004	1	40	Receipt Engineer

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.13	Perform XMFR Tap Changes.			Site Projects	4Q04		1Q07	Ops And Eng. Accept PP modification.

tTrack IDs CA031039

Resource	# Persons	Hrs Per Person	Comments
654LOPR1	2	320	
655LELEC	2	320	
CONTSRVS	4	100	
300050 3008	1	360	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.14	XMFR project Closeout.			Site Projects	4Q06		1Q07	Plant Design Change Checklist signed by Supervision

tTrack IDs CA031041

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	320	
300170 3004	1	320	
300370 3005	1	480	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.15	Obtain Project Funding Reauthorization (based on project scope change) from We Energies.			Site Projects	3Q03	17-Dec-03	4Q03	Signed PAR.

tTrack IDs CA032573

Resource	# Persons	Hrs Per Person	Comments
300370 3005	2	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.15.A	Facilitate independent and regulatory reviews.			Site VP & ECP	4Q04		4Q04	Closeout package for Step 5.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-011.16	Interim progress review following U2R27.			Site Projects	2Q05		2Q05	Documented interim progress review confirming project on track through 2Q05 in accordance with established schedule or recovery plan is in place.

tTrack IDs CA055676

Resource	# Persons	Hrs Per Person	Comments
300370 3005	2	40	

Pillar of Excellence: EQ **Priority** 1 1A 1A **CAP #** 033430 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Manhole and Cable Vault Flooding

Action Plan Number: EQ-15-012

Problem Statement: Several Electrical manholes/vaults are regularly flooded with groundwater.

Causal Factors:

1 Original design of these electrical vaults and duct runs were not made watertight.

2 Means of dewatering these vaults were not made permanent.

Objectives:

1 Implement a solution to keep the cables in Maintenance Rule scope manholes from becoming submerged.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.1	Meet with Architect Engineering Company (A/E) to assess scope of engineering study.			Engineering Design Civil/Structural – PB		04-Feb-03	1Q03	Meeting documentation.
		tTrack IDs	CA031046					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.2	Request proposal for engineering study.			Engineering Design Civil/Structural – PB		18-Apr-03	2Q03	Proposals submitted.
		tTrack IDs	CA031046					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.3	Request funding to perform engineering study.			Engineering Design Civil/Structural – PB		02-May-03	2Q03	Copy of the Request for Phased Approval (RPA).

tTrack IDs CA031046

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.4	Award contract for engineering study.			Engineering Design Civil/Structural – PB		13-May-03	2Q03	Purchase Order Issued.

tTrack IDs CA031046

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.5	Receive and review engineering study alternatives.			Engineering Design Civil/Structural – PB	2Q03	01-Jul-03	3Q03	Documented review completion.

tTrack IDs CA031048

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	3	70	
300170 3004	1	200	
300170 3005	1	100	
300170 3009	1	200	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.6	See Substeps.			Engineering Design Civil/Structural – PB	4Q03	18-Dec-03	4Q03	See Substeps.

tTrack IDs See Substeps

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	3	60	
300170 3004	1	500	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.6.A	Request funding to design modification and complete detailed design to dewater Manholes 1and 2.			Engineering Design Civil/Structural – PB	4Q03	18-Dec-03	4Q03	Modification Package.

tTrack IDs CA031049

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.6.B	Initiate call-ups that pump remaining Maintenance Rule scope manholes at a frequency that precludes long-term submergence of cable.			Engineering Design Civil/Structural – PB	4Q03	18-Dec-03	4Q03	Call-up documentation. EQ-15-012.6.C has been done as an alternative to this step. Nevertheless, call-up documentation for all Maintenance Rule scope manholes with the exception of Z-066 A-D, Z-067 A-D, and Z-068 has been provided. Work Order 0309581 will inspect and pump out if necessary manholes Z-066 A-D, Z-067 A-D, and Z-068. These manholes will then be sealed. This Work Order is scheduled for completion May 1, 2004. Work Orders 0311882, 0311883, and 0311884 will then repoen these manholes in September 2004 to determine how effective sealing the manhole covers is at keeping water out. The need to initiate call-ups for these additional manholes will be determined at that time.

tTrack IDs CA031049

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.6.C	As an alternative to EQ-15-012.6.b, document current condition of cables and ensure there is a plan to develop a cable condition monitoring program.			Engineering Design Civil/Structural – PB	4Q03	18-Dec-03	4Q03	CAP documentation.

tTrack IDs CA031049

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.7	Request funding to install modification to dewater Manholes 1 and 2.			Engineering Design Civil/Structural – PB	4Q03	14-Jan-04	1Q04	RPA

tTrack IDs CA031051

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	40	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.8	Complete installation of modification to dewater Manholes 1 and 2.			Engineering Design Civil/Structural – PB	1Q04		2Q04	Modification installed and accepted.

tTrack IDs CA031053

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	2	400	
300170 3004	1	200	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.9	Monitor effectiveness of installed modification to dewater Manholes 1 and 2.			Engineering Design Civil/Structural – PB	2Q04		3Q04	Documented effectiveness review.

tTrack IDs EFR031055

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-012.10	*** Deleted in Revision 3 ***			Engineering Design Civil/Structural – PB	1Q04	29-Mar-04	1Q04	CAP documentation.

tTrack IDs CA031056

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	100	

Pillar of Excellence: EQ **Priority** 1 1A 1A **CAP #** 033001 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** In Closure

Action Plan Title: Auxiliary Feedwater Orifice Replacement

Action Plan Number: EQ-15-014

Problem Statement: Auxiliary Feedwater Restriction orifices installed per modifications 99-029 A/B/C/D did not meet some design basis requirements.

Causal Factors:

1 Ineffective Corrective Action. (This causal factor is being addressed in general by action plans in the CAP Focus Area.)

2 Inadequate design control. (This causal factor is being addressed in general by action plans OR-08-007, OR-08-009, and OR-08-011.)

Objectives:

1 Replace the orifices with a design which will pass adequate flow under all design conditions (Service Water).

2 Eliminate compensatory operator actions.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-014.1	Complete test of new orifice			Engineering Programs	1Q03	04-Mar-03	1Q03	Test results provided to Engineering
		tTrack IDs	CA031074					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-014.2	Issue mod for new orifice design			Engineering Design	4Q02	06-Mar-03	1Q03	Modifications 02-039 A/B/C/D released for installation
		tTrack IDs	CA031074					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-014.3	Install new orifices			Maintenance Mechanical		11-Mar-03	1Q03	Modifications 02-039 A/B/C/D accepted
		tTrack IDs	CA031074					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-014.4	Close out Modification			Engineering Design Mechanical – PB	1Q03	26-Jun-03	3Q03	Completed Mod Package to Records

tTrack IDs CA031074

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-014.5	Complete Safety Evaluation 2003-0001 to remove compensatory Actions. (This step is dependent on completion of step 2 in action plan EQ-15-015).			Engineering Design Mechanical – PB	2Q03	07-Oct-03	4Q03	Completed Safety Evaluation

tTrack IDs CA029988

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	40	

Pillar of Excellence: EQ **Priority** 2 3C 3D **CAP #** 033442 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Auxiliary Feedwater Electrical Modifications

Action Plan Number: EQ-15-015

Problem Statement: Some Auxiliary Feedwater (AFW) system component power supplies do not meet current design basis requirements.

Causal Factors:

1 Original AFW system design classification was upgraded to safety-related, however some aspects of the design were not upgraded to meet current design for safety-related systems.

Objectives:

1 AFW component power supplies meet design basis requirements (Plant modifications have been completed; remaining work requires the dc system calculations to be updated before modification closeout).

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-015.1	Issue electrical modifications for SR power to DPIS devices and re-power recirculation valves.			Engineering Design Electrical – PB	1Q03	19-May-03	2Q03	Approved modification packages MR 03-005, MR 03-006.

tTrack IDs CA027029, CA027154

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-015.2	Implement electrical modifications for SR power to DPIS and re-power recirculation valves.			Maintenance Electrical	2Q03	15-Aug-03	3Q03	Modification installed and accepted.

tTrack IDs CA031086

Resource	# Persons	Hrs Per Person	Comments
CONTCFT	5	200	
300100 3004	1	262	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-015.3	Issue an electrical modification to eliminate a potential common mode failure of the SW supply to three of four AFW pumps during a postulated seismic event.			Engineering Design Electrical – PB	3Q03	19-Dec-03	4Q04	Approved modification package MR 03-007.

tTrack IDs CA027167

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	60	
300170 3004	1	200	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-015.4	Implement electrical modification for SW supply to AFW pumps.			Maintenance Electrical	4Q03		2Q04	Installed and accepted modification.

tTrack IDs CA031088

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-015.5	Closeout modification package and Operability Determination (OD).			Engineering Design Electrical – PB	1Q04		3Q04	Modification paperwork completed and Operability Determination closed.

tTrack IDs CA031901

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	80	

Pillar of Excellence: EQ **Priority** 1 4B 4D **CAP #** 033444 **Plan Type** Commitment **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Determine Condition of Underground Electrical Cables Which Have Been Submerged

Action Plan Number: EQ-15-016

Problem Statement: Underground medium voltage cables may be degraded due to being frequently submerged in water.

Causal Factors:

1 Original design installation prone to flooding.

2 Original electrical manhole/vault design basis was poorly documented.

3 Ineffective and untimely corrective actions.

Objectives:

1 The condition of the underground 480V, 4160V, and 13.8KV cables that are safety-related or provide offsite power is understood and monitored.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.1	Presentation to PRB to obtain funding.			Engineering Equipment Systems Electrical		04-Apr-03	2Q03	PRB decision.

tTrack IDs CA031097

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.2	Identify cables and determine method to determine cable condition.			Engineering Equipment Systems Electrical		15-May-03	2Q03	List of cables to be tested and the method that will be used.

tTrack IDs CA031097

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.3	Perform data collection and analysis.			Engineering Equipment Systems Electrical		09-Jul-03	3Q03	Cable condition assessment report(s)

tTrack IDs CA031638

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS	1		$50,000
300010 3008	1	80	
300150 3004	1	160	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.4	Establish call-ups for future cable condition monitoring.			Engineering Equipment Systems Electrical	2Q03		2Q04	Call-ups in place for future condition monitoring.

tTrack IDs CA031639

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.5	*** Deleted in Revision 2 ***			Engineering Equipment Systems Electrical	1Q03		4Q05	Step deleted 02-21-04. No deliverable required.

tTrack IDs CA031099

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	120	
300150 3005	1	120	

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.6	Perform effectiveness review of steps EQ-15-016.1 to EQ-15-016.4.			Engineering Equipment Systems Electrical	1Q05		1Q05	Documented Effectiveness Review (EFR).

tTrack IDs EFR031101

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-016.7	*** Deleted in Revision 2 ***			Engineering Equipment Performance	1Q04	29-Mar-04	1Q04	Step deleted 02-21-04. No deliverable required.

tTrack IDs CA031103

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	10	
300150 3009	1	10	

Pillar of Excellence: EQ **Priority** 2 4B 4D **CAP #** 033452 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Strengthen the (a)(1) System Action Plans

Action Plan Number: EQ-15-017

Problem Statement: Some (a)(1) action plans are open for extended periods of time.

Causal Factors:

1 Expectations were not clearly established to provide all milestone dates and personnel accountabilities into action plans.

2 Some actions are dependent on approval of scope, funding, and budget.

3 Actual dates for approval of project elements is dynamic, making it difficult to incorporate specific dates and accountabilities into action plans.

Objectives:

1 The (a)(1) action plans have appropriate focus placed on significant equipment issues.

2 All planned steps have action dates established.

3 The next step in the process is identified with a date and owner.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.1	Ensure that a CA exists in t-track for each (a)(1) action and that the CA is identified as an (a)(1) action.			Engineering Equipment Performance		06-Jun-03	3Q03	Corrective Action documents initiated
		tTrack IDs	CA031108					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.1.A	Review systems in (a)(1) status and determine which action plans require revision			Tom Carter (Eng)		06-Jun-03	3Q03	No deliverable required, this is a substep to complete step EQ-15-017.1.
		tTrack IDs	CA031108					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.1.B	Assign actions for plan revision as required			Tom Carter (Eng)		06-Jun-03	3Q03	No deliverable required, this is a substep to complete step EQ-15-017.1.
		tTrack IDs	CA031108					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.2	Review the relationship between the Maintenance Rule Expert Panel approval of the (a)(1) action plans, the Plant Health committee review and approval of action items for red and yellow systems and the budgeting process.			Engineering Equipment Performance		16-May-03	2Q03	Decision on where and by whom (a)(1) action plans would be approved. Contained in closeout of CA031109.
		tTrack IDs	CA031109					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.2.A	Conduct discussion at Plant Health Committee (PHC) meeting			Tom Carter (Eng)		16-May-03	2Q03	No deliverable required, this is a substep to complete step EQ-15-017.2.
		tTrack IDs	CA031109					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.2.B	Conduct discussion at Maintenance Rule Oversight Expert Panel (MROEP) meeting			Tom Carter (Eng)		16-May-03	2Q03	No deliverable required, this is a substep to complete step EQ-15-017.2.
		tTrack IDs	CA031109					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.2.C	Convene group of decision makers to align groups and processes			Tom Carter (Eng)		16-May-03	2Q03	No deliverable required, this is a substep to complete step EQ-15-017.2.
		tTrack IDs	CA031109					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.2.D	Provide feedback to respective groups as required			Tom Carter (Eng)		16-May-03	2Q03	No deliverable required, this is a substep to complete step EQ-15-017.2.
		tTrack IDs	CA031109					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.3	Use comments from the current Maintenance Rule self assessment/Nuclear Oversight audit to determine if changes are needed to the guidance for the (a)(1) action plans.			Engineering Programs – Long Term Programs		23-Jun-03	2Q03	Revise and issue applicable documents.
		tTrack IDs	CA031110					

Resource	# Persons	Hrs Per Person	Comments
300160 3004	5	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.3.A	Review comments from applicable documents			Tom Carter (Eng)		23-Jun-03	2Q03	
		tTrack IDs	CA031110					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.3.B	Compare valid comments against existing action plans			Tom Carter (Eng)		23-Jun-03	2Q03	

tTrack IDs CA031110

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.3.C	Revise plans as required			Tom Carter (Eng)		23-Jun-03	2Q03	

tTrack IDs CA031110

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.4	Revise NP 7.7.5 and PBF-7031 to reflect the outcome of steps EQ-15-017.2 and EQ-15-017.3.			Engineering Programs – Long Term Programs		10-Sep-03	3Q03	Issue revised NP 7.7.5

tTrack IDs CA031111

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.4.A	Review NP 7.7.5 and determine gaps resulting from EQ-15-017.2 and EQ-15-017.3.			Engineering Programs – Long Term Programs		10-Sep-03	3Q03	

tTrack IDs CA031111

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.4.B	Revise NP 7.7.5 as required			Engineering Programs – Long Term Programs		10-Sep-03	3Q03	

tTrack IDs CA031111

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.5	Revise any (a)(1) action plans that do not either reference a corrective action in t-track or explicitly state responsibility and due date.			Engineering Programs – Long Term Programs		10-Sep-03	3Q03	(a)(1) action plans revised as required

tTrack IDs CA031112

Resource	# Persons	Hrs Per Person	Comments
300160 3004	5	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.5.A	Write CAP's for all (a)(1) action plans that need revision.			Engineering Programs – Long Term Programs		10-Sep-03	3Q03	

tTrack IDs CA031112

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-017.6	Perform effectiveness review.			Engineering Programs – Long Term Programs			3Q04	Effectiveness review report.

tTrack IDs EFR055678

Pillar of Excellence: EQ **Priority** 1 4B 4D **CAP #** 033453 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Equipment Reliability (AFW) **Plan Status** Open

Action Plan Title: Improve the Tracking, Trending, and Communicating of System Health

Action Plan Number: EQ-15-018

Problem Statement: Tracking and trending of system health does not meet expectations of industry best practices

Causal Factors:

1. PBNP lack of awareness of industry best practices
2. Over reliance in computer based programs.
3. Lack of integrated process as delineated in AP-913.

Objectives:

1. An integrated system health process involving all station organizations.
2. Equipment performance viewed globally to prioritize, budget and resourced ensuring plant equipment is managed correctly to achieve optimal performance

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.1	Perform SYSMON analysis for all risk-significant systems			Engineering Equipment Systems NSSS Mechanical		30-Aug-02	2Q03	Sysmon evaluation per EPRI templates for 33 Maintenance Rule (MR) Risk Significant Systems

tTrack IDs CA031113

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.1.A	Obtain EPRI guidance document and templates			Engineering Equipment Performance		30-Aug-02	2Q03	

tTrack IDs CA031113

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.1.B	Assign actions to each of the system engineers for the 33 MR risk significant systems			Engineering Equipment Performance		30-Aug-02	2Q03	

tTrack IDs CA031113

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.1.C	Complete SYSMON for each of the 33 MR risk significant systems			Engineering Equipment Performance		30-Aug-02	2Q03	

tTrack IDs CA031113

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2	Implement applicable trending parameters identified above in SMART.			Engineering Equipment Systems NSSS Mechanical	1Q03	24-Sep-03	3Q03	1) SMART Updated and Gaps identified

tTrack IDs CA030989

Resource	# Persons	Hrs Per Person	Comments
300150 3004	2	720	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.A	Determine which parameters can be linked electronically to SMART			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	

tTrack IDs CA030989

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.B	Determine which paramenters can be obtained from manual extraction from procedure data sheets			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	
		tTrack IDs	CA030989					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.C	Establish process for providing regular/periodic trending of available data			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	
		tTrack IDs	CA030989					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.D	Evaluate methods for obtaining data on parameters not currently monitored			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	
		tTrack IDs	CA030989					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.E	Revise SEM 1.2 as required			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	
		tTrack IDs	CA030989					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.F	Identify minimum parameters required for system monitoring to maintain maintenance rule functions.			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	
		tTrack IDs	CA030989					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.2.G	For those parameters that cannot be monitored directly, initiate actions to provide direct monitoring			Engineering Equipment Systems NSSS Mechanical		24-Sep-03	3Q03	
		tTrack IDs	CA030989					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.3	Set standards for system walk down frequency (ref IEV 01-EN.2-3 #4).			Engineering Equipment Systems BOP Mechanical		16-May-03	2Q03	Revision to SEM 1.0
		tTrack IDs	CA031121					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.3.A	Evaluate methods specified in SEM 1.0 against fleet and industry standards			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA031121					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.3.B	Revise SEM 1.0 as required			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA031121					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.4	Establish a distribution method for system health reports (ref IEV 01-EN.2-3#2)			Engineering Equipment Systems BOP Mechanical		16-May-03	2Q03	Revision to SEM 1.0
		tTrack IDs	CA033131					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.4.A	Evaluate hardcopy distribution, website distribution, etc.			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA033131					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.4.B	Select appropriate method & revise SEM 1.0			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA033131					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.5	Develop a standard formant for system notebooks (ref IEV 01-EN.2-3 #3)			Engineering Equipment Systems NSSS Mechanical		16-May-03	2Q03	Revision to SEM 1.0
		tTrack IDs	CA033132					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.5.A	Determine FLEET & industry best practices for notebook content			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA033132					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.5.B	Establish content and expectation			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA033132					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.5.C	Revise SEM 1.0			Engineering Equipment Performance		16-May-03	2Q03	
		tTrack IDs	CA033132					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.6	*** Deleted in Revision 2 ***			Engineering Equipment Systems NSSS Mechanical	1Q03		3Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA031115

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.6.A	*** Deleted in Revision 2 ***			Engineering Equipment Systems NSSS Mechanical			3Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA031115

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.6.B	*** Deleted in Revision 2 ***			Engineering Equipment Systems NSSS Mechanical			3Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA031115

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.6.C	*** Deleted in Revision 2 ***			Engineering Equipment Systems NSSS Mechanical			3Q04	Step deleted 02-24-04. No deliverable required.

tTrack IDs CA031115

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.7	Produce and post integrated system health reports for all risk significant systems (ref IEV 01-EN.2-3,#1)			Engineering Equipment Systems BOP Mechanical	1Q03	19-Aug-03	3Q03	Completed System Health Reports for 33 MR risk Significant Systems posted on web site.

tTrack IDs CA032132

Resource	# Persons	Hrs Per Person	Comments
300150 3004	33	32	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.7.A	Establish schedule for preparation			Engineering Equipment Systems BOP Mechanical		19-Aug-03	3Q03	

tTrack IDs CA032132

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.7.B	Prepare and post to website			Engineering Equipment Systems BOP Mechanical		19-Aug-03	3Q03	

tTrack IDs CA032132

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.8	Perform an assessment of SEM 1.2, " System Performance Monitoring" Data Trending" and do corrective actions (ref IEV 01-EN.2-3 #5)			Engineering Equipment Systems I&C	1Q03	11-Jul-03	3Q03	Revise SEM 1.2 as required

tTrack IDs LAR045212

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.8.A	Incorporate review with action EQ-15-018.3.			Engineering Equipment Systems I&C		11-Jul-03	3Q03	

tTrack IDs N/A

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.9	Support Fleet standardization efforts for System Engineering and implement fleet standards as applicable at PBNP.			Engineering Equipment Systems BOP Mechanical	1Q03	19-Aug-03	3Q03	Integrate Fleet standards to date in SEM 1.0.

tTrack IDs CA031122

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.9.A	Review FLEET standards as they are issued and incorporate into PBNP system			Engineering Equipment Systems BOP Mechanical		19-Aug-03	3Q03	

tTrack IDs CA031122

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.10	Develop and implement system turnover and qualification process that ensures system engineers have necessary system level knowledge to include an appropriate level of design basis understanding.			Engineering Equipment Systems BOP Mechanical	1Q03	28-Aug-03	3Q03	Issue revised system turnover checklist.

tTrack IDs CA031123

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.10.A	Establish expectation for required level of design basis knowledge required by the system engineer			Engineering Equipment Systems BOP Mechanical		28-Aug-03	3Q03	

tTrack IDs CA031123

Resource	# Persons	Hrs Per Person	Comments
300150 3004	33	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-15-018.10.B	Revise SEM 1.0 to establish written expectation			Engineering Equipment Systems BOP Mechanical		28-Aug-03	3Q03	

tTrack IDs CA031123

Pillar of Excellence: EQ **Priority** 2 4A 4A **CAP #** 033420 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: NUHOMs Implementation

Action Plan Number: EQ-16-002

Problem Statement: The capacity of the Spent Fuel Pool is insufficient to support continued plant operation.

Causal Factors:

1 Inadequate Plant design.

Objectives:

1 Implement NUHOM'S dry cask storage system.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.1	Complete Modification of ISFSI			Engineering Programs Dry Fuel Storage	2Q03	29-Aug-03	3Q03	Modification MR 02-015*A closeout documentation.

tTrack IDs CA030964

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	1	40	
300100 3004	1	80	
300160 3004	1	50	
300160 3005	1	20	
300170 3004	1	50	
300170 3005	1	5	
300330 3007	1	120	
300350 3008	3	160	
300370 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.2	Complete HSM Assembly			Engineering Programs Dry Fuel Storage	2Q03	19-Dec-03	1Q04	Modification MR 02-015*B & *C closeout documentation.

tTrack IDs CA030965

Resource	# Persons	Hrs Per Person	Comments
655LINST	2	24	
657LHPTE	1	40	
SECURITY	3	160	
300040 3004	1	120	
300100 3004	1	80	
300150 3004	1	40	
300160 3005	1	20	
300160 3008	1	80	
300330 3007	1	120	
300370 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.3	Complete Modification of PAB Decon Area			Engineering Programs Dry Fuel Storage	2Q03	24-Oct-03	4Q03	Modification MR 02-015*D and MR 02-015*E closeout documentation.

tTrack IDs CA030966

Resource	# Persons	Hrs Per Person	Comments
657LHPTE	1	80	
SECURITY	3	160	
300100 3004	1	80	
300160 3004	1	50	
300160 3005	1	20	
300170 3004	1	50	
300170 3005	1	5	
300330 3007	1	120	
300370 3005	1	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.4	Complete Procedure Development			Engineering Programs Dry Fuel Storage	4Q02		2Q04	Approved procedures.

tTrack IDs CA030967

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	20	
657LHPTE	2	20	
300020 3005	1	80	
300030 3005	1	40	
300130 3006	1	20	
300150 3004	1	20	
300180 3004	1	120	
300300 3005	1	40	
300330 3005	1	80	
300370 3005	1	720	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.4.A	Issue procedures.			Engineering Programs Dry Fuel Storage	2Q04		3Q04	Issued procedures.

tTrack IDs CA056064

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.5	Complete 10 CFR 72.212 Report			Regulatory Affairs – Licensing	2Q03		2Q04	72.212 Report

tTrack IDs CA030968

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	
300290 3004	1	250	
300290 3004	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.6	*** Deleted in Revision 2 ***			Engineering Programs Dry Fuel Storage	1Q04	29-Mar-04	1Q04	Step deleted 02-25-04. No deliverable required.

tTrack IDs CA030969

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	
300160 3005	1	40	
300160 3008	1	80	
300170 3004	1	360	
300170 3005	1	40	
300180 3004	1	40	
300300 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.7	Complete Training / Qualification of Site Personnel			Training General	4Q02		4Q04	Training Records

tTrack IDs CA030970

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	5	
657LHPTE	2	5	
300020 3005	1	20	
300030 3005	1	20	
300130 3006	1	400	
300160 3005	1	40	
300300 3005	1	20	
300350 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.8	Receive Leased Equipment			Engineering Programs Dry Fuel Storage	4Q03		3Q04	Setup Leased Equipment

tTrack IDs CA030971

Resource	# Persons	Hrs Per Person	Comments
655LMECH	5	80	
657LHPTE	2	80	
300160 3004	1	40	
300160 3008	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.9	NRC-Observed Dry Run			Engineering Programs Dry Fuel Storage	4Q03		4Q04	Dry Run Complete

tTrack IDs CA030972

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	2	10	
654LOPR1	2	56	
655LMECH	5	56	
657LCUST	3	40	
657LHPTE	2	56	
300020 3005	1	56	
300160 3004	1	56	
300160 3005	1	56	
300160 3008	1	56	
300270 3009	3	10	
300290 3004	1	56	
300330 3007	1	56	
300350 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.10	Load 3 NUHOMS Casks			Engineering Programs Dry Fuel Storage	1Q04		1Q05	3 loaded Casks at ISFSI

tTrack IDs CA030974

Resource	# Persons	Hrs Per Person	Comments
505LCHTE	4	180	
654LOPR1	4	180	
655LMECH	10	180	
657LCUST	6	180	
657LHPTE	4	180	
300020 3005	2	180	
300030 3005	2	180	
300160 3004	1	180	
300160 3005	1	180	
300160 3008	1	180	
300270 3009	1	30	
300330 3007	2	180	
300350 3005	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-002.11	Readiness Review			Engineering Programs Dry Fuel Storage	4Q03		4Q04	Readiness Review report

tTrack IDs CA030975

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	20	
300030 3005	1	20	
300130 3006	1	30	
300160 3004	1	30	
300160 3005	1	30	
300160 3008	1	20	
300290 3004	1	30	
300300 3005	1	20	
300330 3007	1	20	
300370 3005	4	40	

Pillar of Excellence: EQ **Priority** 1 4B 4D **CAP #** 033424 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Improve Air Operated Valve Program

Action Plan Number: EQ-16-004

Problem Statement: Air Operated Valve (AOV) program, documentation, and implementation does not meet fleet standards.

Causal Factors;

1 Resources were not made available to maintain pace with industry standards for AOVs.

Objectives;

1 AOV program meets NMC fleet standards.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.1	Complete Design Basis Reviews (DBRs) for all Category (Cat) 1 AOVs			Engineering Equipment Valve Performance	1Q03	27-Jun-03	2Q03	Completed DBRs.

tTrack IDs CA030998

Resource	# Persons	Hrs Per Person	Comments
CONTSRVS			Fixed price contract in place.

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.2	Complete baseline testing for Cat 1 AOVs			Engineering Equipment Valve Performance	1Q03		1Q06	Test Reports.

tTrack IDs CA031000

Resource	# Persons	Hrs Per Person	Comments
655LINST	1	120	
300160 3004	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.3	Establish setpoints for Cat 1 AOVs (part of first step above)			Engineering Equipment Valve Performance	1Q03	27-Jun-03	2Q03	Setpoint Document.

tTrack IDs CA031002

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	32	
300160 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.4	Schedule periodic testing of Cat 1 AOVs			Engineering Equipment Valve Performance		27-Jun-03	2Q03	Testing call-ups established at required intervals.

tTrack IDs CA031003

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.5	Develop PMT matrix for Cat 1 AOVs			Engineering Equipment Valve Performance		27-Jun-03	2Q03	PMT Matrix documented.

tTrack IDs CA031004

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	20	
300160 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.6	Develop PMT matrix for Cat 2 AOVs			Engineering Equipment Valve Performance		27-Jun-03	2Q03	PMT Matrix documented.

tTrack IDs CA031005

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	20	
300160 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.7	Document PM Basis for Cat 1 AOVs			Engineering Equipment Predictive Maintenance			3Q04	PM Basis Documented.

tTrack IDs CA031007

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	280	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.8	Document PM Basis for Cat 2 AOVs			Engineering Equipment Predictive Maintenance			3Q05	PM Basis Documented.

tTrack IDs CA031008

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	280	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.9	Perform a self assessment			Engineering Equipment Valve Performance		25-Jul-03	3Q03	Self Assessment report.

tTrack IDs CA031009

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	80	
300160 3005	1	24	
300320 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.10	Document calculation revision criteria			Engineering Equipment Valve Performance		17-Jul-03	3Q03	Criteria documented.

tTrack IDs CA031011

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.11	Develop test data trending methodology			Engineering Equipment Valve Performance		25-Nov-03	4Q03	Process documented.

tTrack IDs CA031013

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	160	
300160 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.12	Develop failure trending methodology			Engineering Equipment Valve Performance		25-Nov-03	4Q03	Process documented.

tTrack IDs CA031015

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	60	
300160 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-004.13	Effectiveness Review			Engineering Equipment Valve Performance			3Q04	Effectiveness Review Report.

tTrack IDs CA031017

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	
300160 3005	1	24	

Pillar of Excellence: EQ **Priority** 1 3D 3G **CAP #** 033427 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Upgrade GL 89-13 Program

Action Plan Number: EQ-16-006

Problem Statement: Generic Letter 89-13 program requirements, as specified in the program document, are not being completely implemented. In addition, portions of the Service Water (SW) systems are degraded due to macrofouling.

Causal Factors:

1 Program documents and reports are not being kept up to date.
2 Macrofouling has degraded the condition of the Emergency Diesel Generator (EDG) coolers.
3 Macrofouling countermeasures are not effective.

Objectives:

1 Reduce macrofouling of the EDG coolers to a manageable level.
2 Evaluate the effectiveness of the copper ion generator to manage zebra mussel intrusions.
3 Eliminate backlog of incomplete inspection reports.
4 Perform annual update of GL 89-13 program to incorporate new information and correct weaknesses.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.1	Obtain funding for Zebra Mussel control in 2003			Engineering Programs		01-May-03	2Q03	Purchase Order issued.

tTrack IDs CA031026

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.2	Perform Zebra Mussel kill in 2003			Engineering Programs Inspection Services		30-Sep-03	4Q03	Effectiveness Report.

tTrack IDs CA051899

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	90	
300170 3004	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.3	*** Deleted in Revision 2 ***			Engineering Programs Inspection Services	1Q04	27-Feb-04	1Q04	Step deleted 02-27-04. No deliverable required.

tTrack IDs CA031028

Resource	# Persons	Hrs Per Person	Comments
300110 3007	1	20	
300160 3005	1	20	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.4	*** Deleted in Revision 2 ***			Engineering Programs Inspection Services		26-Feb-04	1Q04	Step deleted 02-27-04. No deliverable required.

tTrack IDs CA031029

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	100	
300160 3004	1	520	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.5	*** Deleted in Revision 2 ***			Engineering Programs Inspection Services		19-Jul-03	3Q03	Step deleted 02-27-04. No deliverable required.

tTrack IDs CA031028

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.6	*** Deleted in Revision 2 ***			Engineering Programs Inspection Services		26-Feb-04	1Q04	Step deleted 02-27-04. No deliverable required.

tTrack IDs CA031029

Resource	# Persons	Hrs Per Person	Comments
300100 3004	1	60	
300100 3004	1	240	
300100 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.7	Complete study phase of G01/G02 EDG cooler replacement to address Lake Grass fouling.			Engineering Equipment Systems Electrical		09-Jan-04	1Q04	1. Provide recommendation to Plant Health Committee (PHC). 2. Initiate action item to replace coolers.

tTrack IDs CA031032

Resource	# Persons	Hrs Per Person	Comments
300020 3007	1	20	
300040 3008	1	8	
300100 3004	1	40	
300150 3004	1	40	
300170 3004	2	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.8	Evaluate modification of Cu ion generator.			Engineering Design		15-Sep-03	4Q03	Documented evaluation with corrective actions identified as appropriate.

tTrack IDs EFR031034

Resource	# Persons	Hrs Per Person	Comments
300170 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.9	Complete the June and December 2002 SW Inspection Reports.			Engineering Programs Inspection Services		27-Aug-03	3Q03	Inspection Reports.

tTrack IDs CA029996

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	160	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.10	Perform annual update of GL 89-13 program.			Engineering Programs Inspection Services		15-Sep-03	3Q03	Revised GL 89-13 program document.

tTrack IDs CA030001

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.11	Evaluate options to improve effectiveness of Cu Ion Generator and make recommendation to Plant Health Committee.			Engineering Programs Inspection Services			3Q04	Plant Health Committee meeting minutes.

tTrack IDs EWR054393

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-006.12	Evaluate the performance of Cu Ion Generator.			Engineering Programs Inspection Services			3Q05	Effectiveness Review report.

tTrack IDs EFR052952

Pillar of Excellence: EQ **Priority** 2 3C 3B **CAP #** 033431 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Upgrade Fire Penetration Seal Documentation

Action Plan Number: EQ-16-008

Problem Statement: An NRC Inspection identified need to improve design basis documentation for fire penetration seals.

Causal Factors;

1 The NRC identified differences between penetration configuration in the plant and documented test reports on file (CAP001058).

Objectives;

1 Procedure and database developed for administering fire penetration seal database.
2 Design documentation available for Appendix R credited seals.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-008.1	Develop procedures for maintenance of penetration seal database & performance of walkdowns.			Engineering Programs – Long Term Programs	2Q03	02-Sep-03	3Q03	Procedure issued.

tTrack IDs CA031044, CA004098

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-008.2	Prepare penetration fire seal database.			Engineering Programs – Long Term Programs	2Q03	30-Oct-03	4Q03	Database developed.

tTrack IDs CA031045, CA004096

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-008.3	Develop list of Appendix R credited seals, barriers.			Engineering Programs – Long Term Programs	1Q04		3Q04	Approved listing of credited seals.

tTrack IDs CA031047

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-008.4	Complete walkdowns & evaluations of Appendix R credited barriers, seals (CA004099)			Engineering Programs – Long Term Programs	1Q04		1Q06	Approved walkdown documentation.

tTrack IDs CA031050

Resource	# Persons	Hrs Per Person	Comments
655LCUST	3	300	
657LHPTE	1	160	
300160 3004	2	900	
300160 3005	1	275	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-008.5	Acquire fire test reports, as necessary, to support generation of new or upgrade of existing typical design details.			Engineering Programs – Long Term Programs	1Q04		1Q06	Complete set of Test Reports for App. R seals.

tTrack IDs CA031043

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	300	$25,000

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-008.6	Perform a self assessment of these action steps following completion of steps EQ-16-008.1 thru EQ-16-008.5.			Engineering Programs – Long Term Programs	1Q05		2Q06	Completed self assessment.

tTrack IDs EFR031052

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	
300160 3004	1	16	

Pillar of Excellence: EQ **Priority** 2 5B 7A **CAP #** 033436 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Proceduralize Transient and Fatigue Monitoring

Action Plan Number: EQ-16-009

Problem Statement: The station transient tracking and Fatigue Monitoring Program does not adequately document results.

Causal Factors:

1 Certain actions for transient monitoring have not been completed satisfactorily. (CAP028424)

2 Fatigue Monitoring Program not sufficiently procedurally administered.

Objectives:

1 Formal procedure defining standards for and the administration of the Fatigue Monitoring Program.

2 Enhanced computer tracking system for the Fatigue Monitoring Program.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-009.1	Issue Fatigue Monitoring Procedure			Engineering Programs – Long Term Programs	2Q03	30-May-03	2Q03	NP 7.7.19 Issued.

tTrack IDs CA031060

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-009.2	Process software through Computer Software Management Program (CSMP).			Engineering Programs – Long Term Programs	1Q03	28-Aug-03	3Q03	CSMP Approvals Complete

tTrack IDs CA031062

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-009.3	Baseline & projection using software			Engineering Programs – Long Term Programs	3Q03	26-Nov-03	4Q03	Baseline and Projection Report

tTrack IDs CA031063

Resource	# Persons	Hrs Per Person	Comments
300160 3004	2	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-009.4	Conduct an Effectiveness Review of the Fatigue Monitoring Program			Engineering Programs – Long Term Programs	2Q04		2Q04	Effectiveness Review Final Report

tTrack IDs CA031065

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	24	

Pillar of Excellence: EQ **Priority** 2 4B 4D **CAP #** 033437 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Make Improvements in the Relief Valve Program

Action Plan Number: EQ-16-010

Problem Statement: Some relief valves do not meet State of Wisconsin regulations

Causal Factors:

1 Interpretation of State code requirements for relief valve testing was incorrect.

Objectives:

1 State Code valves are in full compliance with required testing frequencies.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.1	Review all State Code valves to determine which have not been tested within required frequency			Engineering Equipment Valve Performance		01-Apr-03	2Q03	Valves identified via CAPs in t-Track.

tTrack IDs CA031068

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.2	Oversee testing of all State Code valves to restore compliance			Engineering Equipment Valve Performance		19-Dec-03	4Q03	All code valves replaced or tested per established frequency requirements.

tTrack IDs CA031069

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.3	Establish testing frequency for State valves at 80% of allowable (4 yrs)			Engineering Equipment Valve Performance		01-Jul-03	3Q03	Testing callups established at required frequencies.

tTrack IDs CA031070

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	120	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.4	Designate backup program owner			Engineering Equipment Valve Performance		30-Jun-03	3Q03	Documented in Program Health Report.

tTrack IDs CA031071

Resource	# Persons	Hrs Per Person	Comments
300160 3009	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.5	Review all IST valves to ensure compliance			Engineering Equipment Valve Performance		14-Apr-03	2Q03	Review Documented.

tTrack IDs CA031072

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.6	Establish & populate a tracking/trending database for RVs			Engineering Equipment Valve Performance		01-Dec-03	4Q03	Database populated with relief valve data.

tTrack IDs CA031073

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	160	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.7	Develop and issue a program document			Engineering Equipment Valve Performance		01-Nov-03	4Q03	Program Documents issued.

tTrack IDs CA031075

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	160	
300160 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-010.8	Conduct effectiveness review			Engineering Equipment Valve Performance	2Q04		3Q04	Effectiveness review report.

tTrack IDs EFR031076

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	24	
300160 3005	1	24	

Pillar of Excellence: EQ **Priority** 1 1A 1A **CAP #** 033439 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Consolidate Boric Acid Corrosion Control Program

Action Plan Number: EQ-16-011

Problem Statement: Boric Acid Corrosion Control Program does not meet industry standards.

Causal Factors:

1 Program requirements dispersed in numerous documents.

2 Industry experience not incorporated into existing program.

Objectives:

1 Develop and implement formal Boric Acid Corrosion Control Program.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-011.1	Issue implementing procedure(s)			Engineering Programs Inspection Services		25-Apr-03	2Q03	NP 7.4.14 Issued

tTrack IDs CA031077

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-011.2	Conduct training on procedures/processes			Engineering Programs Inspection Services	2Q03	30-Sep-03	3Q03	Training records.

tTrack IDs CA051927

Resource	# Persons	Hrs Per Person	Comments
654LOPR1	25	1	
654LOPR2	25	1	
657LCUST	10	2	
300020 3005	35	1	
300130 3004	1	5	
300160 3004	1	3	
300160 3004	1	24	
300180 3004	4	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-011.3	Complete Effectiveness Review			Engineering Programs Inspection Services	2Q04		2Q04	Effectiveness Review Report

tTrack IDs EFR031078

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	16	

Pillar of Excellence: EQ **Priority** 2 4B 4D **CAP #** 033440 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Bring Heat Exchanger Program Up to Fleet Standards

Action Plan Number: EQ-16-012

Problem Statement: Heat Exchanger program does not meet NMC fleet standards.

Causal Factors:

1 Long-term under-resourcing.

2 Recent establishment of fleet standards.

Objectives:

1 Develop a Heat exchanger program that meets NMC fleet standards.

2 Implement Heat Exchanger program that meets NMC fleet standards.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-012.1	Update program document to fleet standards.			Engineering Programs Inspection Services		27-Aug-03	3Q03	Program documents issued.

tTrack IDs CA031079

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	104	
300160 3004	1	520	
300160 3005	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-012.2	Issue program implementing procedures as needed			Engineering Programs Inspection Services		25-Feb-04	1Q04	Program implementing procedures issued.

tTrack IDs CA031080

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	24	
300160 3004	1	120	
300160 3005	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-012.3	Establish long term (5 year) improvement plan			Engineering Programs Inspection Services		19-Sep-03	3Q03	Improvement Plan published.

tTrack IDs CA031081

Resource	# Persons	Hrs Per Person	Comments
300160 3004	0	0	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-012.4	Identify backup engineer			Engineering Programs Inspection Services		31-May-03	2Q03	Documented in Program Health Report.

tTrack IDs CA031082

Resource	# Persons	Hrs Per Person	Comments
300160 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-012.5	Qualify backup engineer			Engineering Programs Inspection Services		11-Dec-03	4Q03	Qualification records.

tTrack IDs CA051902

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	60	
300160 3004	1	240	
300160 3005	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-012.6	Perform Self Assessment of Heat Exchanger program			Engineering Programs Inspection Services			1Q04	Self-Assessment Report.

tTrack IDs EFR031083

Resource	# Persons	Hrs Per Person	Comments
300160 3008	1	40	

Pillar of Excellence: EQ **Priority** 2 3C 3F **CAP #** 033443 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Environmental Qualification (EQ) Program Upgrade

Action Plan Number: EQ-16-013

Problem Statement: Some EQ Program documentation does not meet current industry standards.

Causal Factors:

1 Insufficient resources applied to keep program up to industry standards.

Objectives:

1 Updated EQ Design Basis Document (DBD).
2 Updated EQ Summary Sheets (EQSSs) and EQ Maintenance Requirements (EQMRs).
3 EQ file upgrades complete.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.1	Walk down accessible equipment outside of containments.			Engineering Programs – Long Term Programs		25-Aug-03	3Q03	EQ field verification data outside containment.

tTrack IDs CA031084

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	400	
300170 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.2	Walk down accessible Unit 2 equipment in containment.			Engineering Programs – Long Term Programs		31-Oct-03	4Q03	EQ field verification data for U2 Containment.

tTrack IDs CA031085

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	200	
300170 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.3	Walk down accessible Unit 1 equipment in containment.			Engineering Programs – Long Term Programs			3Q04	EQ field verification data for U1 Containment.

tTrack IDs CA031087

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	200	
300170 3004	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.4	Implement long term plan to validate inaccessible equipment.			Engineering Programs – Long Term Programs		18-Dec-03	4Q03	Maintenance procedure and forms revision completed.

tTrack IDs CA031089

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	100	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.5	Complete pilot project to upgrade of EQSSs			Engineering Programs – Long Term Programs		28-Aug-03	3Q03	This step will be closed to EQ-16-013.7

tTrack IDs CA031090

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.6	Update EQ DBD as required to reflect new analyses, etc.			Engineering Programs – Long Term Programs			2Q05	Revised DBD issued.

tTrack IDs CA031091

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	1	400	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.7	Complete EQ checklists			License Renewal			1Q05	Completed EQ checklists.

tTrack IDs CA031092

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	1900	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.8	Complete backlog elimination project of EQSS issues.			License Renewal			1Q05	Completed EQSS checklists and EQMRs.

tTrack IDs CA031093

Resource	# Persons	Hrs Per Person	Comments
CONTPRO	2	1900	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.9	Approve completed backlog from EQSS consolidation, EQ checklist, review and approve calculations.			Engineering Programs – Long Term Programs			1Q05	Documented completed reviews.

tTrack IDs CA031094

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	350	
300160 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-013.10	Review completed EQ checklists			Engineering Programs – Long Term Programs			2Q05	This step will be closed to EQ-16-013.9

tTrack IDs CA031095

Pillar of Excellence: EQ **Priority** 2 4B 4D **CAP #** 033445 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: Implement Preventative Maintenance Optimization (PMO)

Action Plan Number: EQ-16-014

Problem Statement: The site has not implemented a formal, documented preventive maintenance optimization (PMO) program to improve equipment reliability, per INPO AP-913, Equipment Reliability Process Description.

Causal Factors:

1 Lack of organizational commitment and funding.

Objectives:

1 PMO program in place to meet NMC Corporate Directive CD 5.14, Preventive Maintenance Program Standard and AP-913.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.1	Issue / Implement procedure for JIT PMO			Engineering Equipment Predictive Maintenance	1Q03	24-Mar-03	2Q03	NP 10.2.8 Issued

tTrack IDs CA031096

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.2	Conduct training for selected engineers for PMO			Engineering Equipment Predictive Maintenance	1Q03	31-May-03	2Q03	Applicable training documents and records.

tTrack IDs CA031096

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.3	Implement feedback process for PMO			Maintenance Services	1Q03	16-May-03	2Q03	Feedback process document is implemented.

tTrack IDs CA031098

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.4	Self assess rate of progress of Just-in-Time (JIT) PMO			Engineering Equipment Predictive Maintenance	4Q03	31-Oct-03	4Q03	Documented assessment of progress and creation of additional actions if required.

tTrack IDs CA031100

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	40	
300160 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.5	Revise PMO implementation as necessary based on SA results			Engineering Equipment Predictive Maintenance		30-Dec-03	4Q03	Revision to NP 10.2.8 issued if required.

tTrack IDs CA031102

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	80	
300160 3005	1	80	
300160 3009	1	24	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.6	Review PMs and establish basis/changes			Engineering Equipment Predictive Maintenance			3Q07	100% of PMs reviewed for optimum type, frequency

tTrack IDs CA031104

Resource	# Persons	Hrs Per Person	Comments
300150 3004	24	276	
300150 3005	3	552	
300160 3004	5	276	
300160 3005	2	345	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.7	Revise / Change PM implementing documents as needed			Maintenance Services			4Q07	Supporting procedures, WOs prepared as required.

tTrack IDs CA031105

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	300	
300050 3008	3	1800	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.8	Implement Optimized PM schedule			Production Planning			1Q08	100% of PMs optimized

tTrack IDs CA031106

Resource	# Persons	Hrs Per Person	Comments
659LCLER	1	600	
300040 3008	1	400	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-014.9	Coordinate PMO effort and implement performance indicators for PM's optimized.			Engineering Equipment Predictive Maintenance			1Q08	Complete JIT PMO for all applicable PM's.

tTrack IDs CA031107

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	9000	
300160 3005	1	450	

Pillar of Excellence: EQ **Priority** 2 4B 4A **CAP #** 050329 **Plan Type** Improvement **Plan Revision No:** 0

Focus Area: Engineering Programs **Plan Status** Open

Action Plan Title: 10 CFR 50.59 / 72.48 Program Improvements

Action Plan Number: EQ-16-016

Problem Statement: Several elements of the 10 CFR 50.59 / 72.48 program need improvement to maintain program health and meet fleet/industry standards.

Causal Factors;

1. 10 CFR 50.59 / 72.48 continuing training has not been provided to qualified personnel since initial training when the 10 CFR 50.59 / 72.48 rules were changed.
2. The administrative procedure for 10 CFR 50.59 / 72.48 is cumbersome to use for identifying responsibilities and requirements.
3. Previous program oversight functions were not carried over to the "new" 50.59 / 72.48 rule administrative procedure.
4. There has not been a 10 CFR 50.59 / 72.48 self-assessment performed since December 2000.

Objectives:

1. Personnel qualified in the 10 CFR 50.59 process are trained on licensing basis search techniques and operating experience related to 10 CFR 50.59 / 72.48 screenings and evaluations.
2. Programmatic 10 CFR 50.59 / 72.48 responsibilities and requirements are effectively incorporated in plant procedures and guidance documents.
3. Program oversight and health monitoring activities are defined and responsibilities assigned.
4. Self-assessments of 10 CFR 50.59 / 72.48 products are performed and issues dispositioned on a regular basis.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.1	Conduct 2003 Self-Assessment of 10 CFR 50.59/72.48 Screening/Evaluation Quality.			Engineering Programs – Long Term Programs	3Q03	02-Dec-03	4Q03	Issued Self-Assessment Report.

tTrack IDs SA051937

Resource	# Persons	Hrs Per Person	Comments
300150 3004	1	28	
300160 3004	1	60	
300160 3004	1	28	
300170 3004	1	28	
300290 3008	1	28	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.2	Complete lesson plan for EDMS document search training.			Training General		12-Aug-03	3Q03	Issued Lesson Plan.

tTrack IDs CA029844

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.3	Implement an Internet Web Page for 10 CFR 50.59/72.48 reference material and operating experience.			Engineering Programs – Long Term Programs	3Q03	22-Oct-03	4Q03	Web Page complete and accessible on PBNP Website.

tTrack IDs CA052562

Resource	# Persons	Hrs Per Person	Comments
670LCLER	1	6	
300160 3004	1	6	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.4	Conduct hands-on electronic document search training for 10 CFR 50.59/72.48 screening personnel.			Training General	4Q03		1Q04	Training Attendance Records.

tTrack IDs CA029846

Resource	# Persons	Hrs Per Person	Comments
661LCLER	1	8	
300130 3006	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.5	Develop a Desktop Guide to provide guidance for licensing basis search strategies.			Engineering Programs – Long Term Programs	4Q03	12-Dec-03	4Q03	Issued Desktop Guide on searching the licensing basis.

tTrack IDs CA052563

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	4	
300160 3004	1	20	
300290 3008	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.6	Develop lesson plan and training materials for 10 CFR 50.59/72.48 continuing training including OE from AFW orifice plugging event.			Engineering Programs – Long Term Programs	4Q03	13-Jan-04	1Q04	Lesson Plan and training materials issued.

tTrack IDs CA052564

Resource	# Persons	Hrs Per Person	Comments
661LCLER	1	8	
300130 3006	1	16	
300160 3004	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.7	Schedule 10 CFR 50.59/72.48 continuing training classes.			Training General	4Q03	16-Dec-03	4Q03	Training Schedule.

tTrack IDs CA052565

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.8	Conduct 10 CFR 50.59/72.48 continuing training for all qualified screening and evaluation personnel (TOC memo NPM 2003-0587).			Engineering Programs – Long Term Programs	1Q04		1Q04	Training attendance records for all currently qualified 50.59 screeners/evaluators.

tTrack IDs CA052567

Resource	# Persons	Hrs Per Person	Comments
661LCLER	1	8	
300130 3006	1	12	
300160 3004	1	48	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.9	Review PBNP plant change processes for 10 CFR 50.59 interface and cross-reference gaps.			Engineering Programs – Long Term Programs	1Q04		1Q04	Review report issued and CAPs written.

tTrack IDs CA052570

Resource	# Persons	Hrs Per Person	Comments
300160 3004	1	32	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.10	Split procedure NP 5.1.8 into two simplified procedures: 1) Applicability/Pre-screening process and, 2) Screening/Evaluation process			Engineering Programs – Long Term Programs	2Q04		2Q04	Revised/new Nuclear Procedures (NPs) issued.

tTrack IDs CA052571

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	8	
300160 3004	1	32	
300160 3004	1	8	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.11	Conduct 2004 Self-Assessment of 10 CFR 50.59/72.48 Program and Products.			Engineering Programs -- Long Term Programs	3Q04		4Q04	Self-assessment report issued and CAPs written as needed.

tTrack IDs CA052618

Resource	# Persons	Hrs Per Person	Comments
300020 3005	1	40	
300150 3004	1	40	
300160 3004	1	60	
300160 3004	1	40	
300170 3004	1	40	
300290 3008	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
EQ-16-016.12	Develop a document (ESG or other) to define program health oversight guidance and responsibilities.			Engineering Programs -- Long Term Programs	3Q04		3Q04	Issued document for monitoring 50.59 program health.

tTrack IDs CA052620

Resource	# Persons	Hrs Per Person	Comments
660LCLER	1	4	
300160 3004	1	20	
300290 3008	1	4	

PBNP Excellence Plan

Revision 3

Pillar of Excellence: TR **Priority** 2 5C 6E **CAP #** 033455 **Plan Type** Improvement **Plan Revision No:** 3

Focus Area: Training Programs **Plan Status** Open

Action Plan Title: Maintenance Training

Action Plan Number: TR-18-001

Problem Statement: Completion of qualifications is not timely for personnel enrolled in the Maintenance Training Programs.

Causal Factors:

1 Lack of line ownership in the Maintenance Training Program.

2 Lack of formal scheduling for OJT/TPE to aid trainees during qualification process.

Objectives:

1 Maintenance personnel qualification in accordance with programatic requirements.

2 Renewal of technical training programs accreditation.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.1	Training Accreditation Renewal			Maintenance	2Q03	10-Feb-04	2Q04	No deliverable required. This is a high level step to capture all action steps asociated with Maintenance Training Accreditation Renewal.
		tTrack IDs	See Substeps					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.1.A	Participate in Technical Training (Maintenance Training included) Self-Assessment			Maintenance		16-May-03	2Q03	Self-Assessment Report
		tTrack IDs	CA031124					

Effective Date: 04/01/2004

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.1.B	Support development of the Technical Training Programs Accreditation Self-Evaluation Report (ASER)			Maintenance	3Q03	21-Nov-03	4Q03	Draft copy of ASER

tTrack IDs CA031124

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.1.C	Review and approve Technical Training Program ASER			Maintenance	4Q03	06-Jan-04	1Q04	Approved ASER submitted to INPO

tTrack IDs CA031125

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.1.D	*** Deleted in Revision 2 ***			Maintenance	4Q03	06-Feb-04	1Q04	Step deleted 02-23-04. No deliverable required.

tTrack IDs CA031126

Resource	# Persons	Hrs Per Person	Comments
300050 3009	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.1.E	*** Deleted in Revision 2 ***			Maintenance	2Q04	10-Feb-04	2Q04	Step deleted 02-23-04. No deliverable required.

tTrack IDs CA031127

Resource	# Persons	Hrs Per Person	Comments
300050 3009	1	30	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.2	Line Ownership			Maintenance	2Q03		1Q04	No deliverable required. This is a high level step to capture all action steps asociated with Maintenance line ownership of Training.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.2.A	Strengthen reporting and monitoring of craft qualification progress through the Maintenance Craft Training Advisory Committee (MTAC)/Training Oversight Committee (TOC). Action includes assignment of a General Supervisor for Maintenance Training, and presentation of the work down curves to the above committees.			Maintenance	2Q03		1Q04	Documentation of assignment of the General Supervisor including roles and responsibilities, and copies of the work down curves and MTAC/TOC Meeting Minutes documenting the reviews through estimated completion date.

tTrack IDs CA031128

Resource	# Persons	Hrs Per Person	Comments
300050 3009	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3	Initial Training			Maintenance	1Q03	06-Jan-04	1Q04	No deliverable required. This is a high level step to capture all action steps asociated with Maintenance Initial Training.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.A	Complete development/revision of the Mechanic/Electrician Mechanic (MEM) Level I/II TPE/Qualification Manuals to be consistent with the requirements of FP-T-SAT-30			Training Maintenance	2Q03	10-Dec-03	4Q03	Approved MEM Level I/II qualification manuals and/or TPE guides

tTrack IDs CA031129

Resource	# Persons	Hrs Per Person	Comments
300130 3006	4	160	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.B	Complete development/revision of the Mechanic/Electrician Electrician (MEE) Level I/II TPE/Qualification Manuals to be consistent with the requirements of FP-T-SAT-30			Training Maintenance	2Q03	10-Dec-03	4Q03	Approved MEE Level I/II qualification manuals and/or TPE guides

tTrack IDs CA031130

Resource	# Persons	Hrs Per Person	Comments
300130 3006	4	190	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.C	Complete development/revision of the Instrument & Control (I&C) Level I/II TPE/Qualification Manuals to be consistent with the requirements of FP-T-SAT-30			Training Maintenance	2Q03	06-Jan-04	1Q04	Approved I&C Level I/II qualification manuals and/or TPE guides

tTrack IDs CA031131

Resource	# Persons	Hrs Per Person	Comments
300130 3006	4	140	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.D	Update MEM Training Program Description to reflect changes to initial training program			Training Maintenance	1Q03	03-Sep-03	3Q03	Revised/Approved MEM Training Program Description

tTrack IDs CA031132

Resource	# Persons	Hrs Per Person	Comments
300130 3006	2	15	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.E	Update MEE Training Program Description to reflect changes to initial training program			Training Maintenance	2Q03	07-Oct-03	4Q03	Revised/Approved MEE Training Program Description

tTrack IDs CA031133

Resource	# Persons	Hrs Per Person	Comments
300130 3006	2	15	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.F	Validate the update of the I&C Repairer Training Program Description to ensure that it reflects recent changes to initial training program			Training Maintenance	2Q03	18-Sep-03	3Q03	Documentation of the validation and a Revised/Approved I&C Repairer Training Program Description if applicable

tTrack IDs CA031134

Resource	# Persons	Hrs Per Person	Comments
300130 3006	2	15	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.G	Validate the update of the I&C TechnicianTraining Program Description to ensure that it reflects recent changes to initial training program			Training Maintenance	2Q03	19-Jun-03	2Q03	Documentation of the validation and a Revised/Approved I&C Technician Training Program Description if applicable

tTrack IDs CA031136

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.H	Identify tasks from MEM Level III list for specialty task designation. For each specialty task, identify the refresher requirements for proficiency and the minimum qualification complement of personnel			Maintenance	3Q03	26-Aug-03	3Q03	Approved level III specialty task list identifying minimum complements and refresher requirements

tTrack IDs CA031137

Resource	# Persons	Hrs Per Person	Comments
300050 3009	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.I	Identify tasks from MEE Level III list for specialty task designation. For each specialty task, identify the refresher requirements for proficiency and the minimum qualification complement of personnel			Maintenance	3Q03	15-Sep-03	3Q03	Approved level III specialty task list identifying minimum complements and refresher requirements

tTrack IDs CA031140

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.3.J	For each I&C specialty task, identify the refresher requirements for proficiency and the minimum qualification complement of personnel			Maintenance	3Q03	09-Dec-03	4Q03	Approved level III specialty task list identifying minimum complements and refresher requirements

tTrack IDs CA031141

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.4	Continuing Training			Maintenance	3Q03	11-Dec-03	4Q03	No deliverable required. This is a high level step to capture all action steps asociated with Maintenance Continuing Training.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.4.A	Develop a rotation schedule for maintenance personnel to attend continuing training. Load people and classes into the 12-week work schedule			Maintenance	3Q03	11-Dec-03	4Q03	Loaded and approved schedule for CY 2004 continuing training

tTrack IDs CA031142

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.5	Qualification (Accredited Programs)			Maintenance	1Q03	25-Sep-03	3Q03	No deliverable required. This is a high level step to capture all action steps asociated with Maintenance Qualifications.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.5.A	Revise MEM/MEE qualification matrices to reflect changes - Level II to Level III tasks moved, and realignment of core cross-discipline tasks			Training Maintenance	1Q03	17-Jul-03	3Q03	Implemented and approved qualification matrix reflecting changes

tTrack IDs CA031144

Resource	# Persons	Hrs Per Person	Comments
300130 3006	4	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.5.B	Develop an intra-department process for scheduling personnel for OJT/TPE			Maintenance	2Q03	25-Jul-03	3Q03	Approved MTAM reflecting process

tTrack IDs CA031145

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.5.C	Implement the MTAM developed in step 5.B			Maintenance	3Q03	19-Aug-03	3Q03	A copy of 1 work week schedule showing OJT/TPEs are loaded in the work week.

tTrack IDs CA031146

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.5.D	Develop/implement work-down curves to track Level II qualification progress of Mechanincal, Electrical, and I&C personnel			Maintenance	2Q03	25-Sep-03	3Q03	Performance indicators for each discipline

tTrack IDs CA031147

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.6	First Line Supervisor (FLS) Training			Training Maintenance	1Q03	07-Jan-04	1Q04	No deliverable required. This is a high level step to capture all action steps asociated with Maintenance First Line Supervisor Training.

tTrack IDs See Substeps

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.6.A	Review FLS training program material to verify appropriate materials correspond to ACAD to develop an INPO Guideline matrix			Training Maintenance	3Q03	07-Jan-04	1Q04	Cross-reference matrix

tTrack IDs CA031148

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	50	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.6.B	Audit incumbent maintenance supervisor qualifications			Training Maintenance	1Q03	29-Jul-03	3Q03	A completed audit report.

tTrack IDs CA031149

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.6.C	Incorporate the lead person position into the FLS program. Identify and proceduralize all lead person training and qualification requirements			Training Maintenance	2Q03	04-Sep-03	3Q03	Revised and approved FLS program

tTrack IDs CA031150

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	60	
300050 3009	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.6.D	Identify, enroll, and schedule lead persons to participate in the training and qualification program			Maintenance	3Q03	10-Dec-03	4Q03	Loaded and approved FLS training schedule for lead persons

tTrack IDs CA031151

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.7	Develop and issue a change management plan for the actions required to support the improvements identified in this Action Plan			Maintenance	2Q03	14-Aug-03	3Q03	An approved Change Management Plan.

tTrack IDs CA031152

Resource	# Persons	Hrs Per Person	Comments
300050 3005	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-001.8	Conduct a final Self-Assessment of the effectiveness of this plan.			Maintenance	2Q04		2Q04	A copy of the Self-Assessment Report.

tTrack IDs EFR031153

Resource	# Persons	Hrs Per Person	Comments
300050 3005	2	40	
300050 3009	2	40	

Pillar of Excellence: TR **Priority** 1 5C 6E **CAP #** 033456 **Plan Type** Commitment **Plan Revision No:** 3

Focus Area: Training Organizational Effectiveness **Plan Status** Open

Action Plan Title: ESP Training

Action Plan Number: TR-18-002

Problem Statement: There are known and documented shortcomings in the engineering support training program that have not been corrected in a timely fashion.

Causal Factors;

1 Lack of definition for core tasks as denoted on the qualification matrix.
2 There was inadequate communication of the change in qualification matrix usage.
3 There was inadequate change management planning that resulted in distractions to both the line and training organizations.
4 Throughout PBNP, training was not considered as part of core business.
5 There is a lack of consistent guidance and oversight by the line and training organizations.

Objectives;

1 Achieve accreditation renewal of the ESP training Program.
2 The next CSER indicates a downward trend in repeat issues (e.g. IFA's, findings, etc.) related to the ESP training program.
3 A qualified Engineering workforce supports stations priorities and schedules.
4 Occurrences of missed training for ESP indicate a downward trend.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.1	Eliminate the 3 Unit Site organization for engineering and training groups.			Site VP & ECP		01-Oct-02	2Q03	Updated Organization Chart.

tTrack IDs N/A

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.2	Complete a job analysis for the ESP population to identify the core qualifications required for each posiiton.			Engineering Processes	2Q03	01-Aug-03	3Q03	A document identifying position specific qualification requirements.

tTrack IDs CA031154

Resource	# Persons	Hrs Per Person	Comments
300270 3005	13	2	
300270 3009	1	26	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.3	Conduct a gap analysis (based upon step TR-18-002.2) to determine which, if any, qualifications are required for each engineer.			Engineering Processes	3Q03	01-Sep-03	3Q03	A document containing a list of tasks required for each person.

tTrack IDs CA031155

Resource	# Persons	Hrs Per Person	Comments
300270 3005	13	2	
300270 3009	1	26	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.4	Update the qualification matrix to reflect the core qualifications for each position as determined by the job analysis (step TR-18-002.3).			Training General	3Q03	15-Sep-03	3Q03	An updated qualification matrix that reflects core qualifications for each position.

tTrack IDs CA031156

Resource	# Persons	Hrs Per Person	Comments
300130 3006	1	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.5	Upgrade the mentoring guides to the NMC format.			Training General	2Q03	30-Jun-03	2Q03	Mentoring guides created in the NMC format.

tTrack IDs CA031157

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.6	Develop a work down curve for each engineer to complete all core qualifications (based on TR-18-002.3 and TR-18-002.4).			Engineering Processes	1Q03	12-Nov-03	4Q03	Workdown curve documented.

tTrack IDs CA031158

Resource	# Persons	Hrs Per Person	Comments
300270 3009	4	2	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.7	Implement the NMC TAC and CRC concept.			Engineering	4Q02	01-Jul-03	3Q03	TAC/CRC membership.

tTrack IDs CA031159

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.8	Develop a formal process for determining which personnel will be enrolled in the ESP training program.			Engineering Processes	1Q03	01-Jul-03	3Q03	Revised Engineering Support Training Program Description (ESTP) attachment.

tTrack IDs CA031159

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.9	Implement a site policy on training attendance.			Training	1Q03	27-Aug-03	3Q03	Attendance policy created and communicated site-wide.

tTrack IDs CA031161

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.10	Develop a process that facilitates implementation of position-specific continuing training.			Training General	1Q03	30-Jun-03	2Q03	ES-TP Revision 1 issued.

tTrack IDs CA031163

Number	Action Step	☑ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.11	Perform an Effectiveness Review (EFR).			Training General	3Q04		4Q04	Completed Effectiveness Review (EFR).

tTrack IDs EFR031165

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.11.A	Facilitate independent and regulatory reviews.			Site VP & ECP	1Q05		1Q05	Plan closeout package.

tTrack IDs

Resource	# Persons	Hrs Per Person	Comments
300290 3008	1	16	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-002.12	Determine and implement a process for On-the-Job Mentoring (OJM) scheduling to ensure trainees are able to complete their qualifications in a timely manner.			Engineering Processes	1Q03	01-Aug-03	3Q03	OJM scheduling process documented.

tTrack IDs CA031168

Resource	# Persons	Hrs Per Person	Comments
300160 3009	5	4	

Pillar of Excellence: TR **Priority** 1 5C 6E **CAP #** 033460 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Training Programs **Plan Status** Open

Action Plan Title: Use Training to Improve Engineer Performance

Action Plan Number: TR-18-003

Problem Statement: ESP training program does not meet site management expectations and industry standards.

Causal Factors;

1 Inadequate definition of core tasks as identified on Qualification Matrix.
2 Lack of commitment to complete qualifications in accordance with established time frames due to inadequate definition and inefficient process.
3 Performance of CRCs and TACs did not meet expectations.

Objectives;

1 Improve alignment and definitions on qualification goals and core tasks.
2 CRCs/TAC effectively manage and implement the ESP program.

Action Steps;

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.1	Restructure Training Advisory Committee (TAC) and Curriculum Review Committees (CRC)			Engineering		15-May-03	2Q03	Communication documment with identification o fTAC/CRC membership.

tTrack IDs CA031169

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.1.A	Modify composition of Curriculum Review Committees I/A/W organizational structure to generate greater ownership			Engineering		15-May-03	2Q03	See TR-18-003.1 Deliverable.

tTrack IDs CA031169

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.1.B	Modify Training Advisory Committee to provide oversite of CRCs to ensure the engineering training program meets the expectations of the ACADs			Engineering		15-May-03	2Q03	See TR-18-003.1 Deliverable.
		tTrack IDs	CA031169					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.2	Develop Job Familiarization Checklists for TAC and CRC members			Training General		15-May-03	2Q03	Checklist created
		tTrack IDs	CA031171					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.2.A	Evaluate need for Checklist to ensure CRC and TAC members are cognizant of their accountabilities			Engineering		15-May-03	2Q03	See TR-18-003.2 Deliverable.
		tTrack IDs	CA031171					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.2.B	Prepare Checklist			Engineering		15-May-03	2Q03	See TR-18-003.2 Deliverable.
		tTrack IDs	CA031171					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.3	Train/Qualify TAC and CRC members			Training General		15-May-03	2Q03	Lesson Plan and training attendance roster.
		tTrack IDs	CA031173					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.3.A	Establish curriculum			Engineering		15-May-03	2Q03	See TR-18-003.3 Deliverable.
		tTrack IDs	CA031173					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.3.B	Provide training			Engineering		15-May-03	2Q03	See TR-18-003.3 Deliverable.
		tTrack IDs	CA031173					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.4	Develop schedule for TAC meetings			Training General		15-May-03	2Q03	TAC schedule
		tTrack IDs	CA031176					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.4.A	Evaluate timing and period required to efficiently conduct TAC meetings			Engineering		15-May-03	2Q03	See TR-18-003.4 Deliverable.
		tTrack IDs	CA031176					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.4.B	Schedule TAC meetings			Engineering		15-May-03	2Q03	See TR-18-003.4 Deliverable.
		tTrack IDs	CA031176					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.5	Develop schedule for CRC meetings			Training General		15-May-03	2Q03	CRC schedule.
		tTrack IDs	CA031178					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.5.A	Evaluate timing and period required to efficiently conduct CRC meetings			Engineering		15-May-03	2Q03	See TR-18-003.5 Deliverable.
		tTrack IDs	CA031178					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.5.B	Schedule CRC meetings			Engineering		15-May-03	2Q03	See TR-18-003.5 Deliverable.
		tTrack IDs	CA031178					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.6	Develop 1 year living training schedule - Design CRC			Engineering Design		15-May-03	2Q03	Copy of training schedule.
		tTrack IDs	CA031186					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.6.A	Evaluate training requirements and needs for 2003			Engineering		15-May-03	2Q03	See TR-18-003.6 Deliverable.
		tTrack IDs	CA031186					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.6.B	Establish schedule based on needs, priority, and budget			Engineering		15-May-03	2Q03	See TR-18-003.6 Deliverable.
		tTrack IDs	CA031186					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.7	Develop 1 year living training schedule - Programs CRC			Engineering Programs		15-May-03	2Q03	Copy of training schedule.
		tTrack IDs	CA031189					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.7.A	Evaluate training requirements and needs for 2003			Engineering		15-May-03	2Q03	See TR-18-003.7 Deliverable.
		tTrack IDs	CA031189					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.7.B	Establish schedule based on needs, priority, and budget			Engineering		15-May-03	2Q03	See TR-18-003.7 Deliverable.
		tTrack IDs	CA031189					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.8	Develop 2 year living training schedule - Plant/Systems CRC			Tom Carter (Eng)		15-May-03	2Q03	Copy of training schedule.
		tTrack IDs	CA031191					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.8.A	Evaluate training requirements and needs for 2003 - 2004			Engineering		15-May-03	2Q03	See TR-18-003.8 Deliverable.
		tTrack IDs	CA031191					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.8.B	Establish schedule based on needs, priority, and budget			Engineering		15-May-03	2Q03	See TR-18-003.8 Deliverable.
		tTrack IDs	CA031191					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.9	Review, revise ESP Qualification Matrix			Engineering		15-May-03	2Q03	Revised Qualification Matrix for required qualifications.
		tTrack IDs	CA031193					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.9.A	Evaluate ESP Qualification Matrix to determine if individual qualifications are required			Engineering		15-May-03	2Q03	See TR-18-003.9 Deliverable.
		tTrack IDs	CA031193					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.9.B	Establish realistic dates for individuals to obtain qualifications			Engineering		15-May-03	2Q03	See TR-18-003.9 Deliverable.
		tTrack IDs	CA031193					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.9.C	Incorporate qualification requirements into individual PMPs			Engineering		15-May-03	2Q03	See TR-18-003.9 Deliverable.
		tTrack IDs	CA031193					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.9.D	Ensure completion of qualifications in accordance with commitments			Engineering		15-May-03	2Q03	See TR-18-003.9 Deliverable.
		tTrack IDs	CA031193					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.10	Suspend mentor qualifications			Engineering		15-May-03	2Q03	Copy of communications suspending qualifications
		tTrack IDs	CA031194					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.10.A	Suspend qualifications to ensure personnel are evaluated for appropriateness of assignment			Engineering		15-May-03	2Q03	See TR-18-003.10 Deliverable.
		tTrack IDs	CA031194					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.11	Assign mentors for ESP Tasks			Engineering		22-May-03	2Q03	List of mentors.
		tTrack IDs	CA031195					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.11.A	Review task list and ensure appropriate personnel are assigned to task qualifications			Engineering		22-May-03	2Q03	See TR-18-003 Deliverable.
		tTrack IDs	CA031195					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.12	Provide training for mentors			Training General		15-May-03	2Q03	Copy of training attendance records.
		tTrack IDs	CA031200					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.12.A	Provide training to ensure mentors are current			Engineering		15-May-03	2Q03	See TR-18-003.12 Deliverable.
		tTrack IDs	CA031200					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.13	Develop continuing training for mentors			Training General		15-May-03	2Q03	Copy of Lesson Plan ESC-03-LP004
		tTrack IDs	CA031202					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.13.A	Assign department personnel assigned as mentors to scheduled training classes			Engineering		15-May-03	2Q03	See TR-18-003.13 Deliverable.
		tTrack IDs	CA031202					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.14	Develop schedule for completing qualifications - Design			Engineering Design		15-May-03	2Q03	Qual dates assigned and reflected in database
		tTrack IDs	CA031204					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.15	Develop schedule for completing qualifications - Programs			Engineering Programs		15-May-03	2Q03	Qual dates assigned and reflected in database
		tTrack IDs	CA031208					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.16	Develop schedule for completing qualifications - Plant/Systems			Engineering Equipment Performance		15-May-03	2Q03	Qual dates assigned and reflected in database
		tTrack IDs	CA031209					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.17	Develop Operability Determination training for Engineers/Ops			Engineering Design		14-Aug-03	4Q03	Copy of training attendance.
		tTrack IDs	See Substeps					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.17.A	Perform needs analysis			Engineering Design		14-Aug-03	3Q03	See TR-18-003.17 Deliverable.
		tTrack IDs	CA031212					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.17.B	Design the class			Engineering Design		14-Aug-03	3Q03	See TR-18-003.17 Deliverable.

tTrack IDs CA031212

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.17.C	Develop the curriculum and training aides/devices			Engineering Design		14-Aug-03	3Q03	See TR-18-003.17 Deliverable.

tTrack IDs CA031212

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.17.D	Implement by conducting training			Engineering Design	3Q03	14-Aug-03	3Q03	See TR-18-003.17 Deliverable.

tTrack IDs CA031214

Resource	# Persons	Hrs Per Person	Comments
300020 3005	25	4	All SROs
300150 3004	10	4	
300160 3004	40	4	
300170 3004	30	4	
300180 3004	20	4	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.17.E	Evaluate the curriculum and revise as required			Engineering Design	3Q03	03-Dec-03	4Q03	Training Feedback Summary (QF-1050-01).

tTrack IDs CA031216

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	1	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.18	Monitor qualification progress at weekly staff meetings			Engineering Processes		22-Jul-03	3Q03	Copy of memo.
		tTrack IDs	CA031219					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.18.A	Establish expectation that supervisors discuss qualification progress in weekly meetings			Engineering		22-Jul-03	3Q03	See TR-18-003.18 Deliverable.
		tTrack IDs	CA031219					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.18.B	Monitor progress			Engineering		22-Jul-03	3Q03	See TR-18-003.18 Deliverable.
		tTrack IDs	CA031219					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.19	Implement Fleet Standardized ESP training at PB.			Training General	4Q03		4Q04	Copy of revised TPD.
		tTrack IDs	CA031220					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.20	Incorporate adjustments to qualifications in mid-year PMPs.			Engineering		06-Jul-03	3Q03	Documentation of PMP expectations.
		tTrack IDs	CA031221, CA031222, CA031223					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.20.A	Evaluate individual progress			Engineering		06-Jul-03	3Q03	See TR-18-003.20 Deliverable.

tTrack IDs CA031221, CA031222, CA031223

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	10	
300170 3005	1	10	
300180 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.20.B	Correct deficiencies during mid year PMPs			Engineering		06-Jul-03	3Q03	See TR-18-003.20 Deliverable.

tTrack IDs CA031221, CA031222, CA031223

Resource	# Persons	Hrs Per Person	Comments
300150 3005	1	10	
300170 3005	1	10	
300180 3005	1	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.21	Perform a critical function/critical skills analysis for engineering and address the deficiencies			Engineering Processes		15-Sep-03	3Q03	Copy of the gap analysis report.

tTrack IDs CA031224

Resource	# Persons	Hrs Per Person	Comments
300180 3009	1	40	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-003.22	Perform effectiveness review of engineering training program.			Engineering Processes	3Q03	19-Nov-03	4Q03	Copy of assessment report.

tTrack IDs EFR032720

Resource	# Persons	Hrs Per Person	Comments
300170 3004	2	60	
300180 3009	1	20	

Pillar of Excellence: TR **Priority** 2 5C 6E **CAP #** 033457 **Plan Type** Improvement **Plan Revision No:** 2

Focus Area: Training Programs **Plan Status** Open

Action Plan Title: OJT/TPE/Mentoring Process

Action Plan Number: TR-18-005

Problem Statement: OJT/TPE and Mentoring are not being consistently implemented.

Causal Factors:

1 The standards for performing OJT/TPE and Mentoring are not specific or consistent.

Objectives:

1 An OJT/TPE/Mentoring process that results in consistent implementation, results in qualified personnel, and meets industry best practices.

Action Steps:

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.1	Administratively stop conducting TPE			Plant Manager		12-Mar-03	2Q03	Memo from plant manager suspending all TPE.
		tTrack IDs	CE011255					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.2	Managers will identify, using SAT-41 criteria, those personnel who will be conducting TPE for their group			Plant Manager		12-Mar-03	2Q03	Updated OJT/TPE qualification matrix.
		tTrack IDs	CE011255					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.3	Managers, with assistance from Training, will disqualify all other personnel from conducting TPE			Plant Manager		12-Mar-03	2Q03	Updated OJT/TPE qualification matrix
		tTrack IDs	CE011255					

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.4	Implement site standards for management expectations			Plant Manager		12-Mar-03	2Q03	List of site standards.

tTrack IDs CE011255

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.5	Brief selected personnel on the expectations associated with SAT-41 and management expectations standards.			Plant Manager		12-Mar-03	2Q03	Documentation of briefing.

tTrack IDs CE011255

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.6	Manager or designated individual observe selected personnel from step TR-18-005.5 while conducting their next TPE.			Training	1Q03	28-Feb-04	1Q04	Updated OJT/TPE/Mentoring Matrix and Database printout of all Satisfactory and Needs Improvement comments for both OJT and TPE from 3/03 through 12/03.

tTrack IDs CA031160

Resource	# Persons	Hrs Per Person	Comments
300130 3006	5	3	
300270 3009	1	3	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.7	Retrain appropriate personnel (trainers and trainees) on SAT-41 and site standards for management expectations			Training Operations Projects	2Q03		4Q04	Training attendance records.

tTrack IDs CA031162

Resource	# Persons	Hrs Per Person	Comments
300130 3005	350	2	
300130 3006	1	80	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.8	Review and revise, as necessary, the simulator and in-plant qualification card tasks for Operations .			Training Operations Initial	2Q03	24-Feb-04	1Q04	Revised simulator and in-plant qualification cards

tTrack IDs CA029610

Resource	# Persons	Hrs Per Person	Comments
661LCLER	2	30	
300130 3005	3	24	
300130 3006	2	60	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.9	Upgrade OJT/TPE/OJM guides to the NMC format.			Training	2Q03		3Q05	Revised OJT/TPE/OJM guides.

tTrack IDs CA031164

Resource	# Persons	Hrs Per Person	Comments
661LCLER	8	40	
300130 3006	40	10	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.10	Select and retrain mentors in the ESP training program.			Engineering Processes		28-Apr-03	2Q03	Documentation of attendance..

tTrack IDs CA028807

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.11	Provide training for appropriate personnel (trainees, not evaluators) to familiarize them with the requirements of OJT/TPE and or OJM as necessary.			Training Operations Projects	2Q03		4Q04	Documentation of attendance..

tTrack IDs CA031166

Resource	# Persons	Hrs Per Person	Comments
300130 3005	1	48	

Number	Action Step	☐ Commitment	Action Step Owner	Owner Group	Start Date	Comp Date	Due Date	Deliverable
TR-18-005.12	Conduct an effectiveness review .			Training	4Q03		2Q04	Effectiveness review report.

tTrack IDs EFR031167

Resource	# Persons	Hrs Per Person	Comments
300270 3009	1	10	