



# ***Tangible Benefits of an Effective Corrective Action Program***

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Fuel Cycle Info Exchange  
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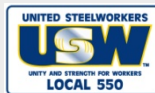
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# Paducah Uranium Enrichment Plant



- 750-acre operation on 3200-acre reservation
- Enrichment operations began in 1952
- NRC Certificate of Compliance issued to USEC in March 1997
- Privatization occurred in July 1998

- 1200 Employees



– 561 United Steel Workers

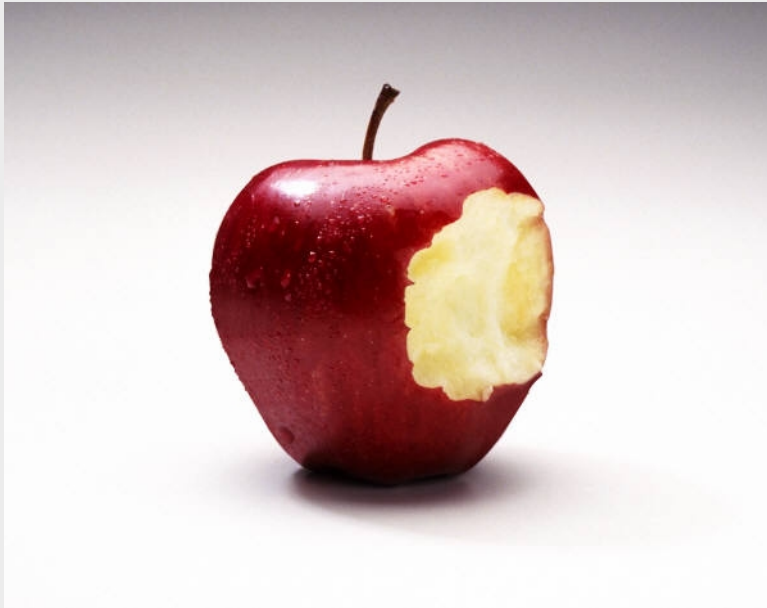


– 81 Security, Police and Fire Professionals of America

# Performance Improvement

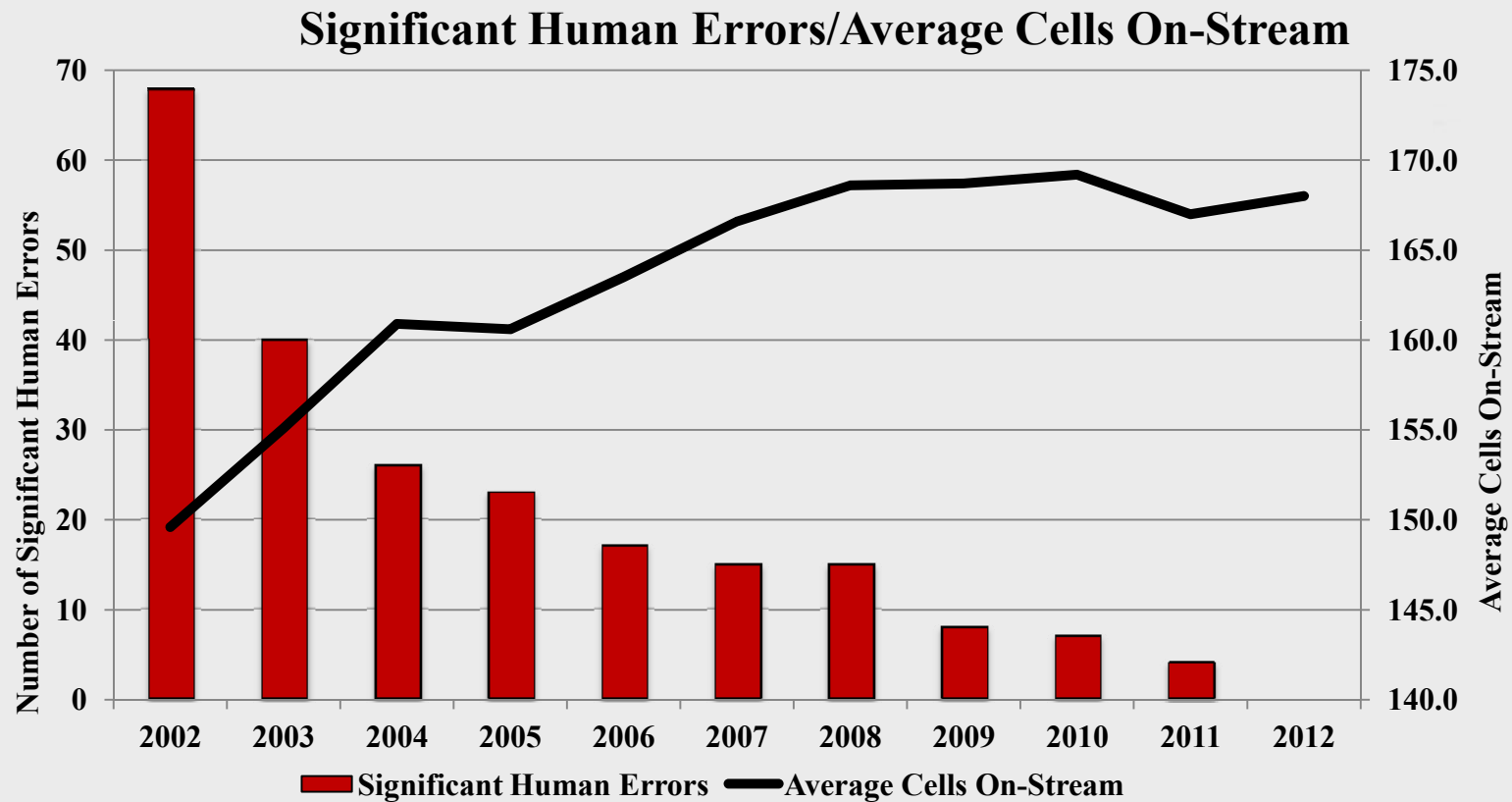
- Developed internal criteria for tracking undesirable operational/regulatory events, 2000
- Human Performance Improvement Program initiated to reduce human errors and associated events, 2002
- Significant gains realized, but reached a plateau while still at an undesirable level of performance

# The Next Bite of the Apple



- Floor level focus for the Human Performance Improvement Program
- Initiated precursor program to enhance Corrective Action Program
  - Lowered the net to catch lower level issues and near-miss events
  - Senior managers conduct highly visible weekly precursor review
  - Managers reinforce the program's value
  - Recognition of individuals exhibiting use of the precursor program

# Value-Added Results





# Measurable Improvements to Safety Culture Realized



- Areas with noted gains:
  - Leadership Safety Values and Actions
  - Problem Identification and Resolution
  - Questioning Attitude
  - Employee Trust

# Critical Management Behaviors

- Persistent – Consistent Focus
- Sincere Management Buy-in
- Genuine Recognition of Deserving Contributors