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 SORESENSEN,G.C. Washington Public Power Supply System
 RECIP.NAME RECIPIENT AFFILIATION
 MARTIN,J.B. Region 5, Ofc of the Director

SUBJECT: Responds to Kirsch request for plans for periodic assessment of SALP action plan.

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 TITLE: Systematic Assessment of Licensee Performance (SALP) Report

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WASHINGTON PUBLIC POWER SUPPLY SYSTEM

P.O. Box 968 • 3000 George Washington Way • Richland, Washington 99352

Docket No. 50-397

November 2, 1988
G02-88-225

Mr. J. B. Martin, Regional Administrator
U. S. Nuclear Regulatory Commission
Region V
1450 Maria Lane, Suite 210
Walnut Creek, CA 94596

Dear Mr. Martin:

Subject: PLANS FOR PERIODIC ASSESSMENT
OF SALP ACTION PLAN

Reference: Letter, JB Martin (NRC) to DW Mazur (Supply System),
SALP June 1, 1988 - May 31, 1988, dated October 6, 1988

The referenced letter expressed the NRC's view that the corrective actions proposed by the Supply System to deal with areas identified in the 1988 SALP report as needing improvement "appear to be responsive and substantial." You also requested our plans for periodically assessing the effectiveness of our corrective actions.

The purpose of this letter is to respond to Mr. Kirsch's request for our plan for periodic assessment.

During September 1988, the Licensing and Assurance organization completed an assessment of the "root causes" of why in certain cases our management actions have not been fully effective at resolving known problems. Based on recommendations resulting from this assessment, several management actions were initiated to improve our performance in this area. Details of our action plan which is currently being implemented are provided in the attachment to this letter for your information. In addition to the SALP commitments, this plan will be used to track completion and effectiveness of our INPO response.

The assessment plan will be a part of the agenda for our quarterly management meeting, tentatively scheduled to be held at our office on January 5, 1989.

Very truly yours,




G. C. Sorensen, Manager
Regulatory Programs

cc: DL Williams/BPA 399
NS Reynolds/BCP&R

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PLANS FOR PERIODIC ASSESSMENT OF SALP ACTION PLAN

The 1988 NRC Systematic Assessment of Licensee Performance (SALP) Report (NRC Inspection 88-08) identified weaknesses in four key functional areas as follows:

1. Operations
2. Maintenance/Surveillance
3. Engineering/Technical Support
4. Safety Assessment/Quality Verification

In addition, concerns related to insufficient management involvement in activities and insufficient follow-through on commitments and corrective actions were noted as being common to each of the functional areas addressed.

The Supply System response to the NRC SALP Report (letter, GC Sorensen to U.S. NRC, SALP, dated September 17, 1988) identified a number of corrective actions to be taken in order to improve performance in the identified areas of weakness. The NRC has reviewed our SALP response and concluded that our actions to deal with areas needing improvement appear to be "responsive and substantial". However, the NRC also noted that our plans for improvement could benefit from the application of a systematic program to periodically assess the effectiveness of our initiatives to improve performance and provide any necessary corrective adjustments. The following is the Supply System's plan for periodic assessment.

I. REVIEW SALP AND SALP RESPONSE

Purpose

Assure that response addresses each item of concern in the NRC SALP Report.

Responsibility

Engineering Assurance Manager/WNP-2 Plant Manager

Product

Listing of all actions or commitments contained in the SALP response. Reference area of SALP Report which commitment/action responds to.

Completion Date

Completed September 15, 1988

II. IMPROVED MANAGEMENT COMMITMENT TRACKING SYSTEM

Purpose

Assure that commitments are periodically statused, and flag areas needing management attention.

Responsibility

Assistant Managing Director for Operations/Licensing and Assurance Director

Product

A comprehensive tracking system for management commitments associated with SALP, INPO and other evaluations which are not routinely tracked by other systems such as the Plant Tracking Log (PTL). The tracking system will be utilized by Sr. Management to ensure timely completion of commitments and to assess action effectiveness.

Completion Date

October 1988

III. REVIEW/APPROVAL OF COMMITMENT ACTION ASSIGNMENTS

Purpose

Assure that Sr. Management is aware of commitments affecting their organizations, and that they accept these as valid areas of responsibility.

Responsibility

Managing Director/Directors

Product

Clearly defined responsibilities for commitments and for ensuring effectiveness of actions.

Completion Date

November 1988

IV. MONTHLY REVIEW OF STATUS

Purpose

Assure that commitment status is reviewed on a regular basis by Sr. Management and action is taken to apply additional resources where needed to keep on schedule. This will also provide an opportunity to discuss the effectiveness of actions being taken in meeting the objectives.

Responsibility

Directors

Product

Licensing and Assurance Director provides status of commitment completion and effectiveness for review of Sr. Management during the Managing Director's monthly meetings.

Completion Date

Beginning in November 1988 and continuing until all commitments are complete.

V. QUARTERLY REVIEW OF STATUS

Purpose

Periodic updating of the Supply System Board of Directors on SALP and INPO commitment status.

Responsibility

Assistant Managing Director for Operations

Completion Date

Status reports to begin in December and continue at the discretion of the Executive Board.

VI. INDEPENDENT REVIEW OF CLOSURE

Purpose

Assure that adequate records exist to document completion of committed actions. This step will also include an independent verification of actual completion (walkdown, etc) of the committed activity on a sample of commitments.

Responsibility

Licensing and Assurance Director

Product

Independent Quality Assurance review of commitment closure on a sampling of items.

Completion Date

Ongoing until all commitments complete.

VII. ASSESSMENT OF ADEQUACY

Purpose

Assure that actions taken have actually corrected the underlying concern. For example, if management training is the action taken to address the concern, the desired result is not completion of the training program, but a change in management practice, improved communication, etc. An assessment will be made to determine if the desired results are being achieved and allow for mid-course correction if deficiencies exist.

Responsibility

Managing Director/Directors

Product

Responsibilities will be assigned and assessments performed of the effectiveness of actions taken once commitments are completed.

Completion Date

Ongoing