



UNITED STATES
NUCLEAR REGULATORY COMMISSION
WASHINGTON, D.C. 20555

February 22, 1993

Docket Nos. 50-266
and 50-301

Mr. Robert E. Link
Nuclear Power Department
Wisconsin Electric Power Company
231 West Michigan Street, Room P379
Milwaukee, Wisconsin 53201

Dear Mr. Link:

SUBJECT: HUMAN PERFORMANCE IN OPERATING EVENTS

We want to bring to your attention a report which may be of value during reviews or modifications of human factor programs. A copy of this report, NUREG-1275, Volume 8, "Operating Experience Feedback Report -- Human Performance in Operating Events," is enclosed for your information.

The report is a summary of the results of an NRC program begun in 1990 to conduct onsite studies of operating events in which human performance was a significant contributor to the course of the event. The staff conducted the program to find those factors that either contributed to or hindered good operator performance during the events. During the program, the staff visited 16 sites for study. Before publishing the NUREG report, the staff issued the information to utilities and other interested industry groups for comment.

In the report, the NRC compiled experience with control room staffing and organization, the "dual role" of the shift technical advisor, use of shift resources, operator control of engineered safety features, the effect of simulator training, operator teamwork, task awareness, use of procedures, human/machine interface, and the results of reviewing operator performance after an event. The report contains useful insights on how operating crews perform during actual events.

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Mr. Robert E. Link
Wisconsin Electric Power Company

Point Beach Nuclear Plant
Unit Nos. 1 and 2

cc:

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Washington, DC 20037

Mr. Gregory J. Maxfield, Manager
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Town of Two Creeks
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Two Rivers, Wisconsin 54241

Chairman
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Glen Ellyn, Illinois 60137

Resident Inspector's Office
U.S. Nuclear Regulatory Commission
6612 Nuclear Road
Two Rivers, Wisconsin 54241

Mr. Robert E. Link

- 2 -

February 22, 1993

This study contains no requirements or requests for action and is intended for your information and use as you find appropriate. We recognize that the interaction among procedures, training, and organizational factors is complex such that there is no single solution for all plants.

Sincerely,

Original Signed By

Thomas E. Murley, Director
Office of Nuclear Reactor Regulation

Original Signed by:
E. L. Jordan

Edward L. Jordan, Director
Office for Analysis and Evaluation
of Operational Data

Enclosure:
NUREG-1275

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