

OSART Good Practices
OPERATIONAL EXPERIENCE FEEDBACK
Corrective actions

Brunswick, USA

Mission Date; 9-26 May, 2005

Corrective Action Program (CAP) Monitoring

The methods used in the Brunswick Operating Experience area to monitor the quality of Corrective Action Program (CAP) activities are unique and effective. Significant adverse condition investigations and root cause analyses are critically reviewed and given a score based on quality of the analysis by the Self Evaluation Unit. Specific criteria are evaluated using a quality review sheet. Also, 100% of the completed significant adverse condition investigations are reviewed for quality. All Self Evaluation Unit staff members participate in this quality review which enhances the process since the staff has the benefit of various backgrounds and experiences (operations, maintenance, environmental/chemistry and training). Feedback on the quality of these investigations is provided to the approving supervisor and investigator.

The scores of these quality review sheets are an element of the CAP Programme Strength Key Performance Indicator (KPI). The KPI is weighted with an emphasis on quality (60%). The other 40% measures timeliness standards. The timeliness standards are:

- Significant Adverse Condition Investigation 21 days
- Adverse Condition Investigation 30 days
- Corrective Action to Prevent Recurrence (CAPR) 90 days
- Corrective Action (CORR) 120 days

Quality and timeliness goals are established for the completion of Significant Adverse Condition Investigations, Adverse Condition Investigations, Corrective Actions to Prevent Recurrence, and Corrective Actions.

Formal effectiveness reviews are conducted after corrective actions have been completed to determine the effectiveness of the corrective action plan.

CAP Program Health Indicators are used by the Brunswick Nuclear Plant (BNP) management team to improve CAP activities. Timeliness standards are reviewed weekly at the BNP Leadership meeting and actions are taken to focus on the completion of investigations and corrective actions. This indicator is reviewed by the Brunswick Self Evaluation Team at their routine meetings. The CAP Program Health Indicator is updated monthly and included in the KPI report generated by the Director of Site Operations and provided to the Nuclear Generation Chief Nuclear Officer and Senior Vice President. These measures have focused attention on the quality and timeliness of the corrective actions leading to better performance in this area.