Arkansas, USA

Mission Date; 15 Jun.-2 Jul., 2008

The Learning Organization Database focuses management attention which drives self assessment and continuous improvement.

The overall self-assessment strategy at ANO includes detailed departmental self-assessments performed with multidiscipline teams, corporate sponsored site level organizational assessments, quarterly trend assessments by each major department, and a quarterly roll-up of trend assessments at the site level. Findings from these self-assessments are input into a designated section of the Paperless Condition Reporting System (PCRS), known as the Learning Organization Database (LO). Controls on actions within the LO data base parallel those of the Corrective Action Programme (CAP), with escalating approval requirements for extensions on corrective actions. Separating the condition reports related to self assessment actions into the LO data base improves the use and tracking of self-assessment condition reports, and provides a tool to facilitate direct detailed oversight of completed and pending actions by the Self Assessment Review Board chaired by the Site Vice President.

"Yellow Sticky" self assessment exercise

Self assessment exercises are conducted at all levels, including workshop level, as well as at different process levels (process, sub process).
Inputs consist of event reports, field observations, external and internal audit reports, QC findings, good practices and guidelines, etc. Self assessment exercises are held with the whole team using these inputs. During these self assessments, the team scores itself on a set of competency grades to measure safety culture and the quality of human behavior, and to measure the maturity of the team or individuals in the use of each Human Performance tool.
These self assessment exercises are performed individually by each team at the plant. Important internal event reports together with observation reports from the past year are cataloged into the three Defence-In-Depth barriers by use of a predefined tool.
Preparation is done by the OE manager from the individual department, in close cooperation with the Human Performance (HU) section and the applicable team line manager. The choice of event reports and observation forms is focused on the team which performs the self assessment.
The standard agenda of this yellow sticky exercise is as follows:
–Analysis of observation sheets (in small groups) specific to the team (behavior)
–Analysis of event reports (in small groups) specific to the team (design, work practices, behavior)
–Presentation and discussion regarding the biggest technical issues affecting the team (equipment / design)
–Presentation and discussion regarding rework by the team (if applicable) (work practices, behavior)
–Presentation and discussion regarding nuclear safety (work practices, design, behavior)
The statistics which result from the assessment are then discussed by all members of the team. A self reflection session on Design, Work Practices and Behavior is then initiated with the team supervisor as a key player. The exercise is also facilitated by the section Manager and the OE manager from the concerned department, along with the HU section.
At the end of the exercise, the Team Supervisor determines the important issue/s in the conduct of operations in relation to which they want the team to improve over the next year. These issues are included in the objectives of the Shift Supervisor in order to stimulate improvement. The exercise results in actions for the team and for individuals.
The effectiveness of the improvement action/s is evaluated by the team the following year.
The results of the Yellow Sticky exercises at team level are also grouped at section level, presented to the section manager, and discussed so that they are used as an input for the section self assessment. The results of the Yellow Sticky exercises of the teams within a department are used as one of the inputs for the Department Self Assessment.