

# OSART Good Practices

## OPERATIONAL EXPERIENCE FEEDBACK

### Assessments and indicators of operating experience

#### Brunswick, USA

Mission Date; 9-26 May, 2005

##### Self Evaluation Program Indicators

'Self Evaluation Program Health Indicators' are used by the Brunswick Nuclear Plant (BNP) management team to improve activities in the areas of corrective action program (CAP), self assessment, benchmarking, and operating experience. These indicators are weighted with an emphasis on quality (60%). The other 40% measures timeliness standards. The results display green as on target, yellow as in jeopardy and red as off target with monthly performance trend (improving, stable, degrading). The health indicators are updated monthly and reviewed at the department, site and Nuclear Generation Group level. For example, CAP 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, along with the other self evaluation programme KPIs, is reviewed by the Brunswick self evaluation team at their routine meetings. The 'Self Evaluation Program Health Indicators' are 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 actions leading to better performance in this area.

#### Arkansas, USA

Mission Date; 15 June. 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.