Human Performance Program
Focus on Results

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Human Performance and Corrective Action Program
What is the Goal?

• The Process is not the Goal
• Creating Perfect People is not the Goal
• The Goal is **Preventing Significant Human Performance Events**
• What is a Significant Human Performance Event?
Defining Significance

- Standardized Across all Business Units As Much as Possible
  - Loss of customer Load > 2 MW
  - Unplanned Loss of Generating Unit
  - Property Damage > $100,000
  - Fire Resulting in Property Damage or Injury
    - Unplanned transmission line trip resulting in rescheduling of interchange
HU Vision

• Prevent HU Events by Proactively Using Tools to Eliminate Errors
• Ensure Consistent Application of HU Program Throughout the Fleet
• Drive HU to Improve Fleet as Much as Reasonable
• Promote Continuous Improvement Through Use of Tools, Effective Field Observations & Feedback
HU Vision

• Improved Human Performance Will Result in:
  • Fewer Injuries
  • Better Discretionary Effort
  • Higher Morale and Productivity
  • Fewer Environmental Events
  • Higher Availability and Lower Costs
HU Effort Part of Overall Performance Improvement Strategy

• Executive Support
• Management Review
• Assessment Process
• Observation Process
• CAP and Root Cause Program
• Phased HU Program Implementation
HUMAN PERFORMANCE TOOLS

- Pre-Job Briefing
- Two-Minute Rule
- First Check
- Self Check (Touch STAR)
- Post-Job Briefing
- Procedure Use & Adherence
- Place Keeping
- Three-way Communication
- Phonetic Alphabet
- Peer Checking
- Independent Verification
- Concurrent Verification
- Flagging (Operational Barriers)
- STOP When Unsure
HUMAN PERFORMANCE TOOLS
Implementation Plan

• Develop HU Aids
  – Lanyard Cards
  – Tools Flipchart
  – Posters
  – Targeted Videos

• Conduct Classroom Training on HU Fundamentals
  – Includes TVA & Contractor Employees
Practical/Hands-On Training

Mockups Requiring Demonstration of HU Tools Such as: Procedure Use, Peer Checking, Phonetic Alphabet, & Flagging.
HU Metric

• Define Significant HU Event
• Measure Improvement and Success by a Decline in the Significant HU Events and Rate

**Significant HU Event Rate** = Number of Significant HU Events Over 18 Months per 10,000 Hours Worked (TVA & Contractor)
Results to Date (Fossil Fleet)

Data displayed is 18 month rolling average HU Rate
HU Event Costs

The Challenge: Reduce TVA’s Significant HU Event Rate to meet Safety, Performance, and Cost Goals
FY 2012 Goals and Performance

TVA Sig HU Events FY 2012

- FY2012 Actual YTD
- FY 2012 Threshold
- FY2012 Target
- FY 2012 Stretch

Projected EOY = 63
12 mos. Eqv
Challenges

Our HU Tools Were Designed to Work Here
Challenges

How do HU Tools Need to Change to Work Here?
Where We Are Now

- Positive Results have Continued
  - Fewer Events this Fiscal Year v. Last
- Methods and Results Shared with Industry via EPRI, INPO/WANO, NERC, HPRCT, and Other Industry Meetings
- Gathering Industry Contacts and Benchmarking – Please stop by and let me know where you are in the process, and what you are doing.
- Videos and Other Materials are Available
- Continuing to Pursue Standardized Approach
Comments/Questions?

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