Human Performance Improvement Initiative

2014 NERC Human Performance Conference
Human Performance Improvement Initiative

◆ Human Performance Improvement Timeline

■ 2011 – “Grassroots”
■ 2012 – “Baby steps”
■ 2013 – “Move the ball”
■ 2014 – Current focus and sustainability
Human Performance Improvement Initiative

◆ Training and E-Learning Update

■ Classroom

◆ 4-hr
◆ 8-hr
◆ 2-day
◆ Leadership (Supv/ Mgr)

■ CBT/ LMS

◆ 11 Modules available
Human Performance Improvement Initiative

- Human Performance Improvement Metrics and Tracking
  - Trips and Mis-Ops
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% of Possible HPI Reductions Using Mitigation Tool's

- **Voltmeter/Ammeter**: 24.8%
- **Print Review**: 15.0%
- **Correct Procedure**: 14.2%
- **Isolation Tools**: 14.2%
- **Other**: 8.8%
- **PLC/HMI Training**: 5.3%
- **Body Position**: 5.3%
- **Reflash CT Conn**: 4.4%
- **Flagging/Marking Area**: 4.4%
- **De-energize if possible**: 1.8%
- **Contact Dispatch**: 0.9%
- **Not aware of prior trips**: 0.9%

# of Possible HPI Reductions Using Mitigation Tool's

- **Wiring**: 28.0
- **Operating Relays**: 17.0
- **Connecting Test Equip**: 16.0
- **Opening Test Switches**: 16.0
- **Other**: 10.0
- **PLC/HMI Training**: 6.0
- **Body Position**: 6.0
- **Reflash CT Conn**: 5.0
- **Flagging/Marking Area**: 5.0
- **De-energize if possible**: 2.0
- **Contact Dispatch**: 1.0
- **Not aware of prior trips**: 1.0

# of Total HPI's per Activity

- **Wiring**: 21.0
- **Operating Relays**: 16.0
- **Connecting Test Equip**: 12.0
- **Opening Test Switches**: 11.0
- **Other**: 11.0
- **PLC/HMI Training**: 9.0
- **Body Position**: 8.0
- **Reflash CT Conn**: 7.0
- **Flagging/Marking Area**: 7.0
- **De-energize if possible**: 4.0
- **Contact Dispatch**: 4.0
- **Not aware of prior trips**: 3.0

% of Total HPI's per Activity

- **Wiring**: 18.6%
- **Operating Relays**: 14.2%
- **Connecting Test Equip**: 10.6%
- **Opening Test Switches**: 9.7%
- **Other**: 9.7%
- **PLC/HMI Training**: 8.0%
- **Body Position**: 7.1%
- **Reflash CT Conn**: 6.2%
- **Flagging/Marking Area**: 6.2%
- **De-energize if possible**: 3.5%
- **Contact Dispatch**: 3.5%
- **Not aware of prior trips**: 2.7%
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- Human Performance Improvement Results

![HP Event Trend Chart]

- Total Number HP Events
- 2014 YTD
- 2013
- 2012
- 2011
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Human Performance

Announcements

2014 Human Performance Symposium

NATF’s spring 2014 Human Performance Symposium is scheduled for April 14-16 at FirstEnergy’s West Akron Campus in Akron, Ohio. Day 1 (afternoon of April 14th) is scheduled to be a “train-the-trainer” session to assist participants with teaching human...

Current Activities

Human Performance Discussion Topics

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