



**Western Electricity Coordinating Council**

**NERC 3<sup>rd</sup> Annual Human Performance Conference March 18, 19,20**

**2014**

**Human Performance  
Work Group**

***www.wecc.biz/***



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**WECC Chairman**



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**WECC Vice Chair**



# WHO WE ARE

- The Western Electricity Coordinating Council (WECC) is the Regional Entity responsible for coordinating and promoting Bulk Electric System reliability in the Western Interconnection.
- It includes the provinces of Alberta and British Columbia, the northern portion of Baja California, Mexico, and all or portions of the 14 Western states between
- WECC is geographically the largest and most diverse of the eight Regional Entities with North American Electric Reliability Corporation (NERC).



# HPWG

- A need was recognized at WECC to identify and leverage synergies among its membership as it relates to Human Performance Improvement (HPI)
- The WECC Human Performance Work Group (WECC HPWG) was formed in December 2010 with six representatives from various companies
- We currently have over 35 utilities on our membership list



## OUR MISSION

- Identify, and share successful Human Performance Initiatives in the industry including the following:
- Human Performance tools, materials, techniques, technologies and vocabulary that may be deployed in the Electric Operations workplace to reduce errors.
- Emerging Human Performance issues, and strategies for continuous improvement of operations training.



# PROJECTS IN ACTION

- Ways to get stay off the accident pyramid and out of error modes
- The value of Critical Observations and Coaching vs. accidents and errors
- The value of structured pre-job brief vs. accidents and errors



# LESSONS LEARNED

- People achieve high levels of performance based on the encouragement and reinforcement they receive from peers, subordinates, and leaders.
- Events can be avoided by an understanding of the reasons errors occur and the application of lessons learned from past events.

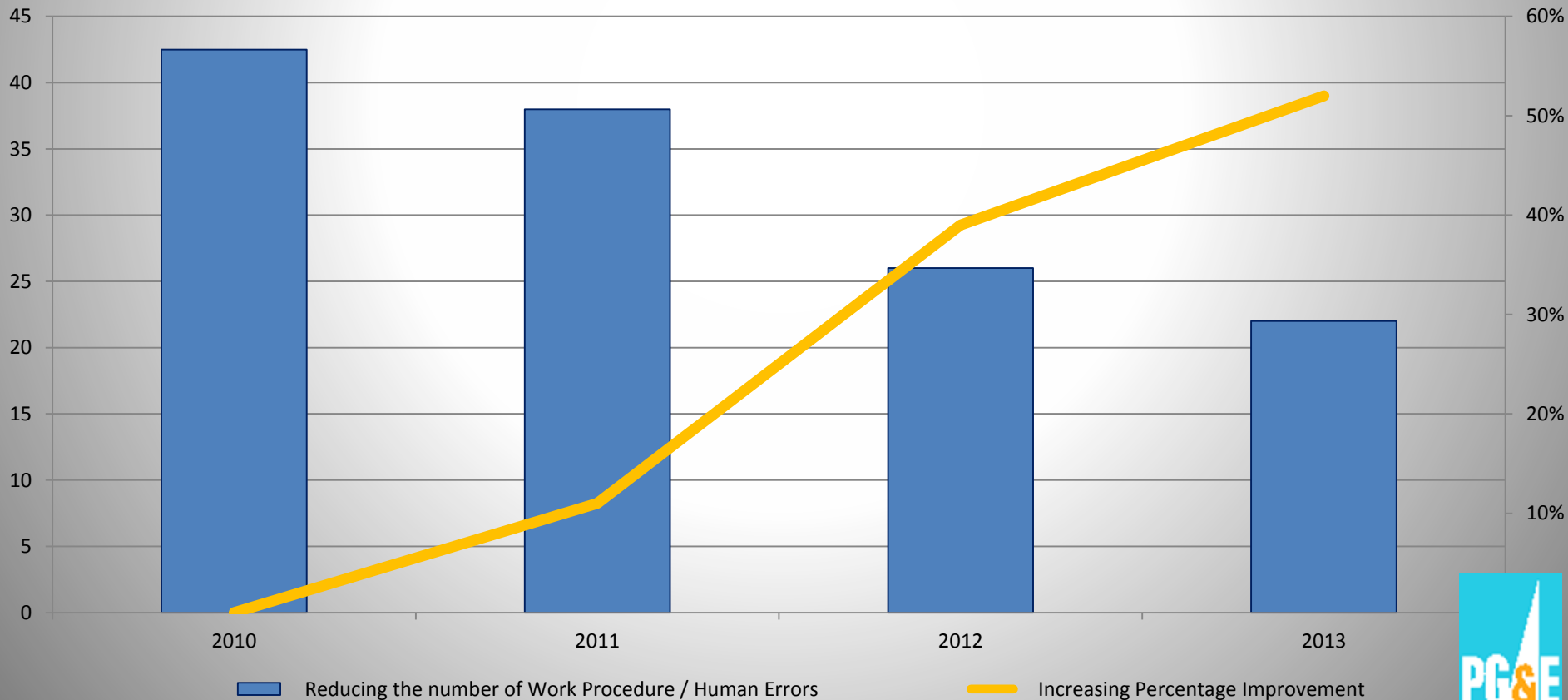


- Use the new language to describe errors, events, deviations and violations
- Use the new knowledge to analyze problems
- Recognize the performance mode you are in to minimize the error potential
- Recognize the triggers that tell you a trap exists that increases the probability and potential for errors
- Use the tools to avoid or minimize the impact of the traps

# PG&E Human Failure Performance Report

	2010	2011	2012	2013
Reducing the number of Work Procedure / Human Errors	42.5	38	26	22
Increasing Percentage Improvement	0%	11%	39%	52%

Improving Human Performance and Reducing Errors







# *RECIPE FOR SUCCESS*

**Human Performance**

**+**

**Safety Culture**

**=**

**High Reliability Organization**



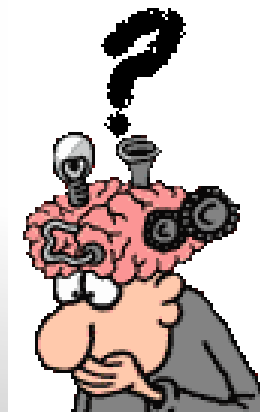
# **WECC 2014 Conference**

- WECC Dates 10/21, 22,23
- TBD



## Questions?

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