



Case Study: Years of Experience

As part of the WTP Project's efforts to continue to build a strong Nuclear Safety and Quality Culture (NSQC), the following talking points have been developed for use in staff meetings. Supervisors and managers are encouraged to read the situation, and then lead their work group in discussion, using the questions provided to engage employees. The purpose is to enable all WTP employees to recognize and put into practice the NSQC focus areas and attributes.

It is important to note that not all possible answers are included.

Situation

Alex is a senior engineer on the WTP Project, and he has been an engineer for various Department of Energy (DOE) nuclear clean-up projects for decades. Today, Alex identified a mistake in the design for a piece of equipment, which frustrated him. Due to his experience, he had felt that he was better qualified to work on this design in the first place but was not assigned to it.

Discussion Question: Options

1. What are Alex's options in this situation?

Possible answer: Alex can respectfully point out the issue with the design to the responsible engineer, discuss possible options for resolving it and document his concern in the PIER system. (Positive)

Possible answer: Alex can bring up the issue in a staff meeting, and point out that this is why he should have been assigned to the design in the first place. (Negative)

Possible answer: Alex can ignore the issue; if they didn't want him working on the design in the first place, there is no reason he should help them now. (Negative)

Alex's Decision

Although Alex is frustrated, he recognizes that we are all here to design and build a safe and high-quality WTP and must work together to do so. He also knows that we all provide our own knowledge and expertise. Alex chooses to respectfully bring the issue to the responsible engineer's attention and present a possible solution for resolving it. He then files a PIER to drive review and resolution of the issue.

Alex's colleague thanks him for raising the issue and works with Alex to fix the issue.



Nuclear Safety and Quality Culture

Discussion Questions: Contributing to a Strong NSQC

1. In making this decision, what NSQC focus area and attribute has Alex employed?

Alex has employed the teamwork and mutual respect attribute, which is part of employee engagement.

2. How do Alex's actions contribute to a strong NSQC? How do his colleague's?

Alex is treating his colleague with mutual respect, trust and dignity, even though he feels frustrated. He raises the issue respectfully and offers to help to resolve it. By doing so, he fosters teamwork and trust among his co-workers.

By thanking Alex for raising the issue, Alex's colleague is fostering a questioning attitude. By accepting Alex's offer to help in the resolution, he recognizes and uses Alex's industry experience, as well as fosters teamwork and trust among his co-workers.

Additional Discussion Questions

1. What might be some negative outcomes associated with the other options?
2. What are some other ways we can demonstrate teamwork and mutual respect on the WTP Project?

More Information

For more information about the NSQC focus areas and attributes, including how you can demonstrate it on the WTP Project, see <http://wtp.becweb.ibectel.com/Wtp/PROJECT/NSQC/topics.asp>.