

*Briefly describe the project, including its purpose, goals, activities that will be performed, and expected outcomes.*

Troubleshooting training will be given the first quarter of 2015 to Troubleshooting Leads and the general Engineering Training population. The purpose of this training is to improve the troubleshooting skills of the Engineering staff as a whole, while at the same time improving the skills and abilities of the Troubleshooting Leads in the areas of command and control and adherence to site standards. The program's goal is to improve response time in resolving equipment issues and eliminate rework due to the incorrect component being identified during previous troubleshooting activities. The training will consist of 10 hours of classroom training consisting of troubleshooting methods, test equipment and its functions and print analysis. The class will culminate in a two hour exercise where small groups are given scenarios and symptoms based on real world faults and must deduce the problem. Additionally, Troubleshooting Leads will be given an additional 10 hours of training on command and control of a troubleshooting team and use of the Kepner-Tregoe model of troubleshooting. Success will be measured based on the amount of rework that results from troubleshooting activities. The standard being zero rework events for quarters two, three and four of 2015.

*Explain why you would want to evaluate it.*

Evaluation is necessary as in the past year the station has experienced two forced shutdowns due to equipment being out of service. This has also resulted in a 2014 WANO Peer Review Area for Improvement .

*Reread the statements in Two Definitions of Evaluation that reflect two different philosophies of evaluation. To which do you subscribe? Explain why.*

Obviously both definitions of evaluation are valid and necessary, but as a personal philosophy, I subscribe to the second. Evaluation should be used to make decisions on the front end of an issue specifically because at times such decisions can prevent issues from becoming problems. The example above perfectly illustrates why I subscribe to this philosophy. If Millstone, as a station, had performed the appropriate evaluation the first time troubleshooting issues arose, we could have identified the issues and conducted training before these issues lead to plant shutdowns and industry documented Areas for Improvement. Failure to do so has not only cost the company millions of dollars, but has damaged our reputation amongst our peers.