

# Performance Improvement Support - Corrective Action/Self-Assessment Programs

NWI CONSULTING, LLC



Striving to improve your organizational performance is a strategically defined commitment that takes significant resources. Incremental improvement is established by doing the “status quo.” To accelerate and make a step change in your performance takes insight and much strategic thinking. The focus must be on those systems, processes, and performance aspects with the highest potential consequence or highest potential gain. For example, the 80/20 rule (e.g., 20% of the issues tend to cause 80% of the impact/problem) can be used to focus efforts, especially since most organizations have limited resources.

To understand how to organize and focus your efforts, a basic understanding of the main focal areas is imperative. Performance improvement (PI) is comprised of key components including the following:

- **PERFORMANCE MONITORING** –to assess performance and identify gaps between current and desired levels of performance/results. The aspect of performance monitoring involves identifying and addressing precursor-level problems before they become bigger organizational issues.
- **PERFORMANCE INDICATORS** - effective performance indicators typically are; quantifiable (measurable), based on performance data that is readily obtained, clearly defined and easily understood, limited in number so that management reviews focus on the most important performance measures, relevant to current station or industry performance challenges, challenging with their targets.
- **PERFORMANCE ASSESSMENT:** A collection of activities that determine actions needed to close the gaps including the following: corrective action data or data trends, self-assessment or benchmarking results, observation data (e.g., by station personnel and external groups), performance indicator information, lower-tier issue reporting systems.
- **IMPLEMENTING SOLUTIONS** – the collective activities that result in applying the chosen solutions to close the gaps. Corrective actions are developed to close these gaps with future planned evaluations (e.g., effectiveness reviews) to check on whether the action(s) was effective in addressing the issue or problem.

Other PI areas include **BENCHMARKING**, **OPERATING EXPERIENCE**, and **CROSS-ORGANIZATIONAL** ( Cross cutting issues that cross organizational boundaries).

As professionals with diverse expertise and broad nuclear and non-nuclear experience, NWI Consulting, LLC would like the opportunity to provide your organization with valuable insights and assistance in developing a strategy to improve some or all of the above key PI components and help provide critical insights for improving your facility’s performance. NWI can quickly offer assessments, safety analyses, effectiveness reviews, or total program reviews and updates adding immediate value to your organization.

Our professionals have over 300 years of management experience interfacing directly with the NRC, DOE and INPO on sensitive and challenging issues. We at NWI Consulting, LLC are available at your convenience to help you in numerous other areas as well including operations, maintenance, radiation protection, training, chemistry, and engineering. Call us today to arrange time to discuss your organizational needs.

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