

Addressing Quality Performance across EDF Energy and its supply base.

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Principles Adopted in Addressing Supply Chain Issues

1. Our Supply Chain is vital to ensuring **nuclear safety**
2. Target the whole **value** proposition, long term strategy
3. It's **relationships** not contracts that deliver value
4. When it comes to safety and quality, **culture** is everything
5. Removing obstacles to success is our **collective responsibility**
6. Lifetime demands require **lifetime commitments**



Our Collective Vision to Quality `A Strategic Imperative`

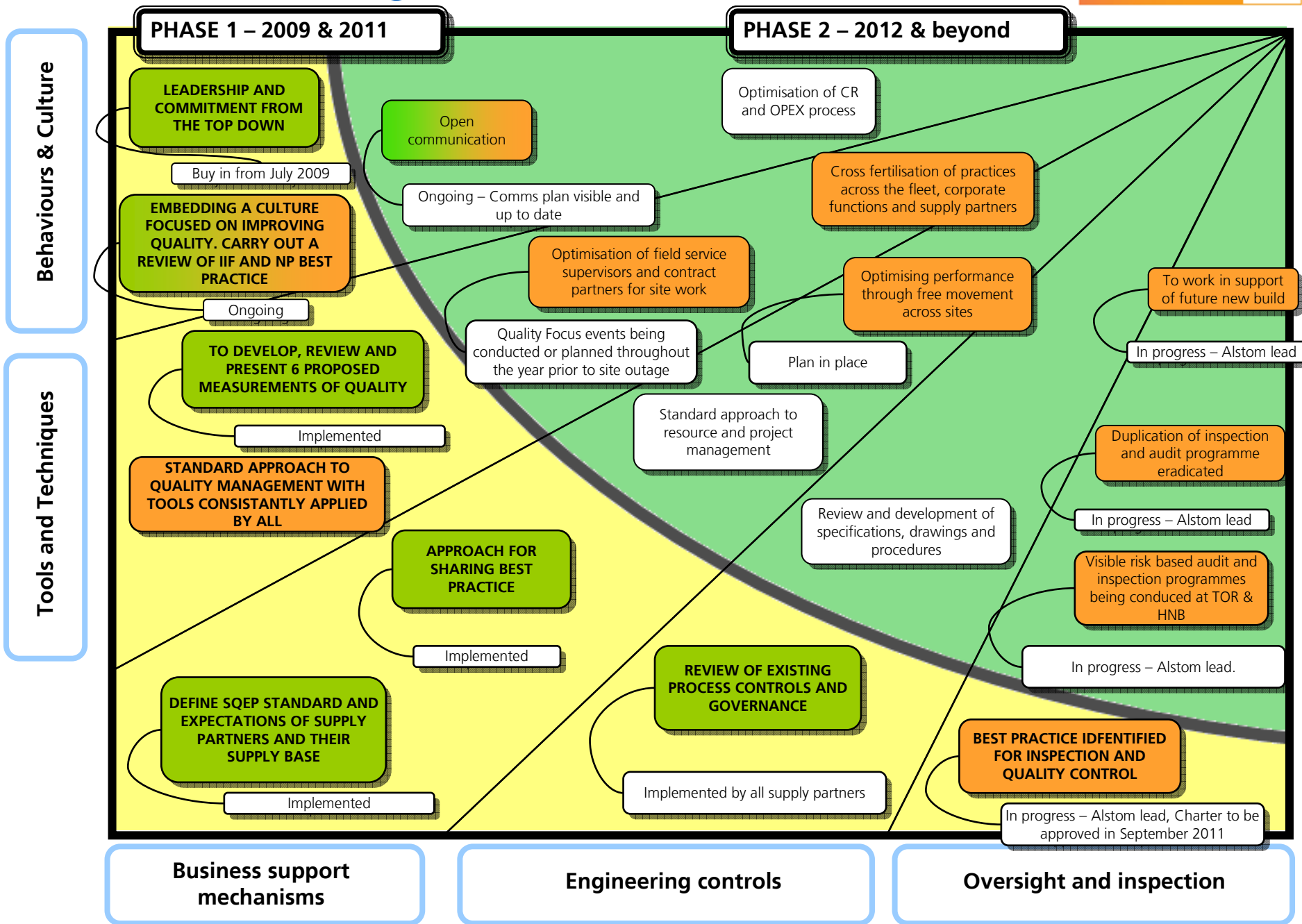
“Proud to Get it Right First Time, Every Time”

We will raise the profile of Quality to meet and exceed our expectations by delivering high Quality products and services. This will be demonstrated through our behaviours and culture focussed on the prevention of errors.

Primary Root Causes associated with Quality Failures in 2009 to 2011 inclusive.

BEHAVIOURAL PRACTICES - Step Up To Quality.			
	2011	2010	2009
Process	23%	35%	20%
Specification	5%	25%	30%
Workmanship	18%	25%	10%
Verification	5%	5%	5%
Contract Review	0%	5%	5%
Mech failure	10%	5%	15%
Design	5%	0%	5%
Human Performance	29%	0%	5%
FME	0%	0%	5%
Obsolescence	5%	0%	0%
Review & Learn from Best Practice			
ENGINEERED CONTROLS :			
Work Stream : Review existing process, Procedural and specification controls			
SUPPORT MECHANISMS:			
Work Stream : Clearly define SQEP standards for suppliers and their supply base.			
OVERSIGHT & INSPECTION :			
Work stream : Identification of best practise Quality Inspection and control			
Tools & techniques - Quality Measures			

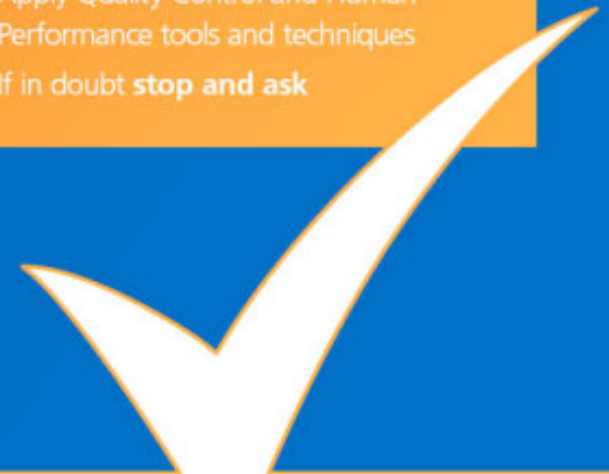
What does "good" look like - 2012.



Proud to get it right first time, every time

- ✔ Working together to meet and exceed delivery expectations.
- ✔ Delivering products, services and designs which are error and defect free.
- ✔ Following processes and procedures with a healthy questioning attitude.

- Specify and agree performance expectations
- Check and continuously develop the competence of our people and suppliers
- Process and procedural adherence
- Maintain accurate documents & records
- Apply Quality Control and Human Performance tools and techniques
- If in doubt **stop and ask**



Increasing customer satisfaction through powerful partnerships



ALSTOM

amec

AREVA



Balfour Beatty

cape

DOosan Doosan Babcock

JACOBS

SIEMENS

WEIR

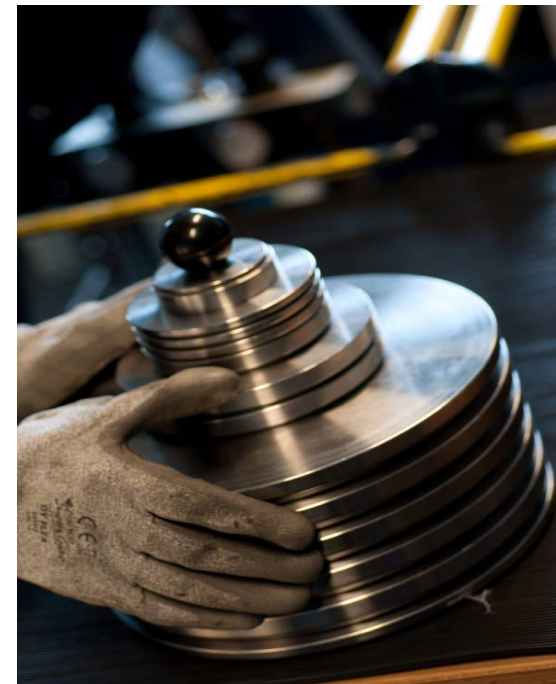
Step up
to Quality
The Nuclear Professionalism Journey continues

Step up to Quality – Get it right first time, every time.

The programme is focussed on :

- Working together to meet and exceed delivery quality expectations
- Delivering products, services and designs which are error and defect free
- Following processes and procedures with a healthy questioning attitudes

Working collaboratively across organisations to improve collective performance - full integration in our processes





Step up to Quality - 2012 film

[Presentation_EDF.exe](#)

Signed Charters.

Stepup to Quality The Nuclear Professionalism Programme

Best Practice Sharing Charter

As Supply partners working with EDF Energy we are committed to ensuring that Best Practice Sharing is taking place between our employees and contractors. To achieve this we have adopted a common process to ensure that:

- ✓ Best Practice and Lessons Learned logs are created.
- ✓ The log is communicated and shared appropriately across the business.
- ✓ Reviews of Best Practice and Lessons Learned are undertaken to ensure no repeat events occur.

Best practice sharing | SQEP | Process, Procedures and Human Performance | Oversight and Inspection | Planning

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Process, Procedures & Human Performance Charter

As Supply partners working with EDF Energy we have established a consistent approach in respect to Procedural Adherence & Human Performance.

Against this approach we will ensure:

- ✓ Leadership & Behaviour controls are implemented to ensure that processes are being adhered to and delivering the required benefits.
- ✓ Engagement of our people in the intelligent use of HU tools to drive the required behaviours to deliver an error free product / service.
- ✓ Process adherence is a key driver in error reduction & is seen as a tool for achieving constantly high performance.
- ✓ Reviews are undertaken to capture best practice, implement lessons learned and ensure continual improvement.

Best practice sharing | SQEP | Process, Procedures and Human Performance | Oversight and Inspection | Planning

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Planning Processes Improvement Charter

As Supply Partners to EDF Energy, we are committed to the identification and implementation of integrated planning processes and planning improvements to facilitate the controlled delivery of product and services with initial focus on the Pre Outage Milestone Planning (POMP) process.

- ✓ To introduce clear and concise integrated programme activities to support the on time delivery of products and services to achieve Outage Milestone Plans.
- ✓ Alignment of Supplier Outage Preparation Milestones to EDF Outage Planning Processes.
- ✓ Monitoring and controls implemented to ensure Process Compliance and Outage Deliverables are achieved.
- ✓ Ongoing review of planning issues and POMP adherence shall be undertaken to ensure Continual Improvement.
- ✓ The approach will be expanded to other Planning Processes as the programme develops.

Best practice sharing | SQEP | Process, Procedures and Human Performance | Oversight and Inspection | Planning

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SQEP Charter

As Supply partners working with EDF Energy we are engaged in delivering a common approach in respect to ensuring the SQEP'ness of our employees and contractors. To achieve this a common process adopted by all will be developed, ensuring:

- ✓ Individuals working on site are SQEP'd against the specific role profile they are undertaking
- ✓ The same SQEP standards are applied to our suppliers and sub contractors
- ✓ A process to demonstrate the SQEP'd standards of employees working within our corporate and manufacturing functions
- ✓ The approach is expanded to other EDF Energy contractors / suppliers

Best practice sharing | SQEP | Process, Procedures and Human Performance | Oversight and Inspection | Planning

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Oversight and Inspection Charter

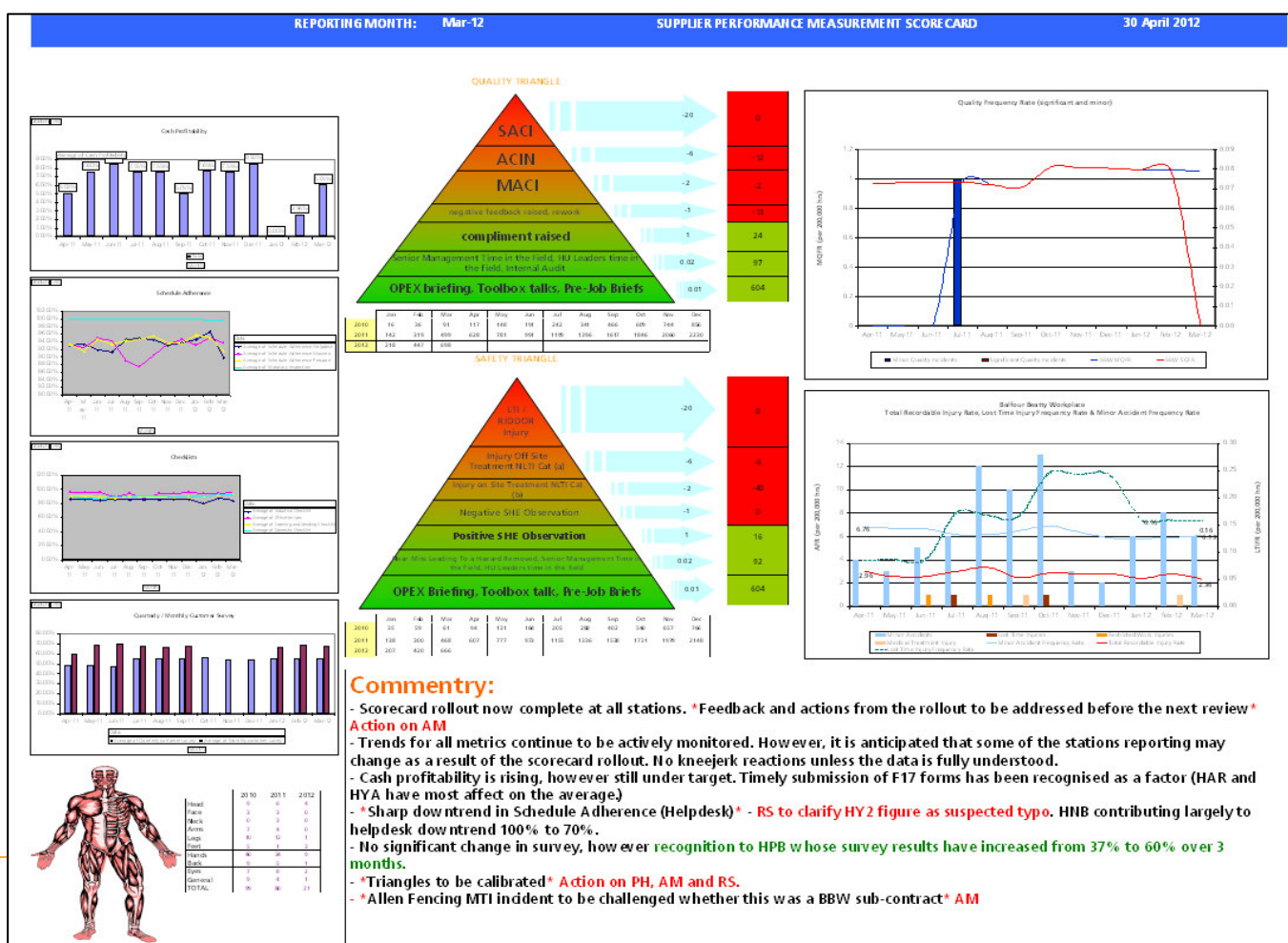
As supply partners working with EDF Energy we are committed to ensuring that Oversight & Inspection is managed through a fully integrated approach. To achieve this we shall implement a common process to ensure that:

- ✓ Activities are identified and coordinated through an individual dynamic project Oversight & Inspection programme.
- ✓ Effective utilisation of our collective resource is undertaken to avoid duplication of effort.
- ✓ Mechanisms are in place to ensure potential quality failings are identified and mitigated.

Best practice sharing | SQEP | Process, Procedures and Human Performance | Oversight and Inspection | Planning

Improving Quality Performance

- Measuring quality
 - Scorecards for all key partners
 - Move towards a Quality Frequency rate
 - Provides a normalising of figures based on hours



Partners View of Journey to Safe Reliable Generation

- **Where we have come from**

- Short term tactical engagement
- Nature of outage programme workload led to reactive task management
- Limited sharing of data and future planning information
- Full commitment to change and drive co-ordinated planning & performance improvement



- **Current relationship leading to step change**

- Long term commitment and understanding of key business drivers.
- Collaborative environment – enabling honest and open discussion with EDF Energy & supply partners
- Step up to Quality has engaged all teams – Promoting sharing of best practice, human performance & questioning attitude
- Shared Business reviews with performance feedback – Improved safety & significant quality performance improvement



- **Future direction**

- Shared asset management plan – commitment to life extension
- Resource succession planning – inc. shared apprentice development
- Increased EDF & supply partner outage collaboration
- Role in through life management

Results in area of Supplier Quality Performance.

- A 60% reduction in the number of significant quality events between 2009 and 2011.
- High levels of collaboration and best practice sharing across our key suppliers
- Suppliers engagement with EDF Energy Nuclear Generation Nuclear professionalism and Human performance programmes.
- The strengthening and alignment of processes covering resources, operating experience, knowledge transfer, procedural adherence, outage planning and oversight & inspection.
- A supply chain committed to continually challenge and improve their collective performance

