

Employee Concern Indicators

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At the completion of this program, the participant will be able to:

- Explain the Characteristics of usable indicators.
- Describe some of the tools to assess the work environment.
- State the typical EC indicators.
- To assemble an (Annual, quarterly, monthly...) EC Report.
- Locate Industry references.

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Employee Concern Indicators

- And the perfect Performance Indicators for Employee Concerns are...

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Indicator Characteristics

- Direct relationship between the indicator and what is being monitored.
- The necessary data is available or capable of being generated.
- Indicators can be expressed in quantitative terms.
- Indicators are unambiguous.

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Indicator Characteristics

- Their significance is understood.
- They can be validated.
- Manageable.
- Meaningful.

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Indicator Characteristics

- They can be linked.
- *Not susceptible to manipulation.*
- *The accuracy of the data at every level can be subjected to quality control and verification, and*
- Action can be taken on the basis of the indicator.

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Tools to assess Safety Conscious Work Environment

- Lessons Learned Evaluations
- Benchmarking
- Performance Indicators
- Surveys
- Interviews / Pulsing / Observations
- Exit interviews

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Typical Indicators

- Departments
- Classification / Category
- Source
- Age
- Received

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Indicator Output

- Percentage 
- Number 4
- Graph 
- Period [month, quarter, annual, rolling format]



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Employee Concern Indicators

- And the perfect Performance Indicator for Employee Concerns are...



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Annual ECP Report



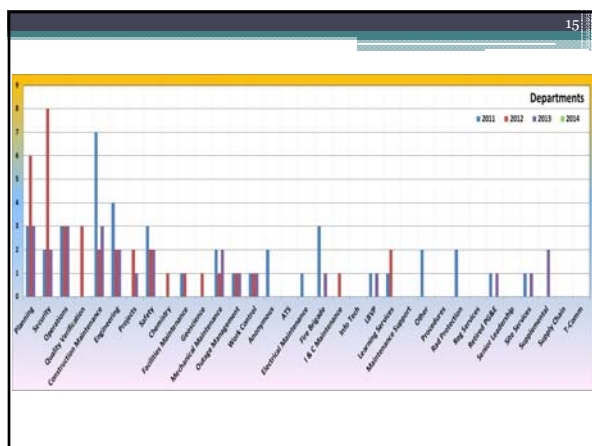
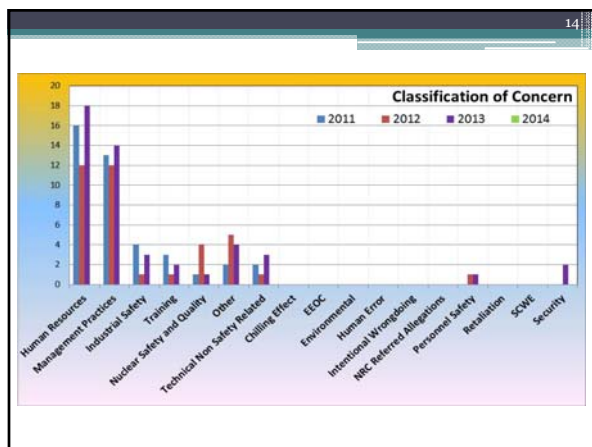
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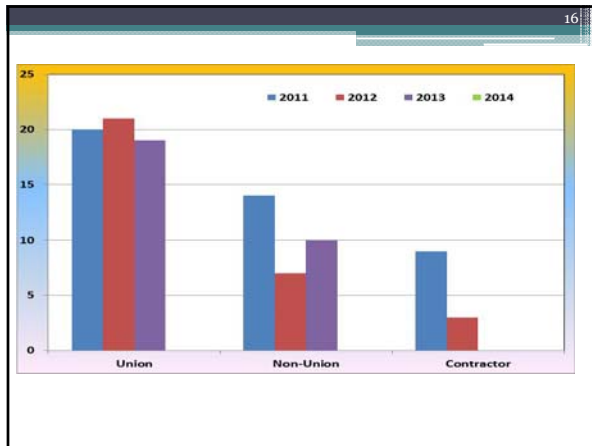
Annual Report

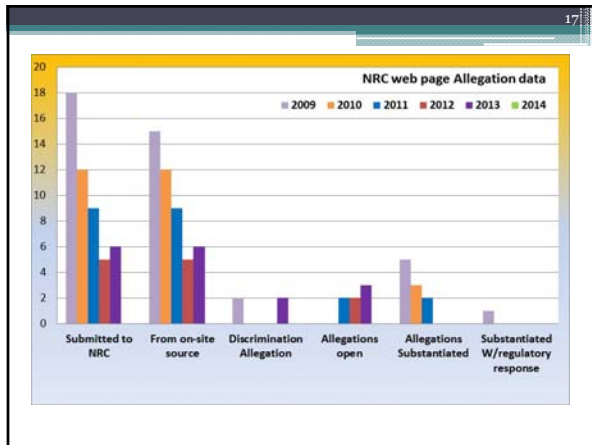
- Overview of the data.
 - Trends
 - Compare to other sites
 - Who used the Employee Concerns Program
 - How the ECP was made visible
 - Violations
 - Health of SCWE
 - Areas of concern

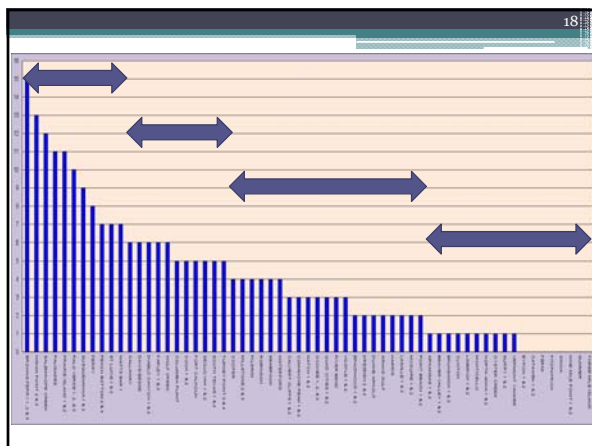
References

- [NRC Regulatory Issue Summary \(RIS\) 2005-18 Guidance for Establishing and Maintaining a Safety Conscious Work Environment \(SCWE\)](#)
- [NEI 97-05 - Nuclear Power Plant Personnel-Employee Concerns Program-Process Tools in a Safety Conscious Work Environment - Revision 2](#)
- [NECE-GUID-002 Evaluation Guidelines Rev. 1](#)
- [NEAECF Resources and Links](#)









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Database


2014 NAECP Employee Concern Indicators blank.xlsx - ShortcutLink

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Questions



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Review

- Explain the Characteristics of usable indicators.
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- State the typical EC indicators.
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