

CNS Annual 2011 Conference Session Regarding  
**9<sup>th</sup> International Conference on CANDU® Maintenance**

**Paper A – A CMC Conference-Focus Heads-Up**

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**Abstract**

*‘Predictability’* [definition – ‘Dependable Outcomes Based on Pre-Verified Plans and Processes’] - is key to nuclear industry public and stakeholder confidence – *predictability* in public, employee, and environmental safety; in reliable production; in improvement and refurbishment project execution; and in overall financial performance. CMC 2011 addresses this by focusing on; Utility experience with optimally-managed outages in well-run plants, on the ways-of-working processes, tools and behaviors required by the industry to succeed; applying lessons-learned to hugely-complex and scope-expansion prone projects like refurbishments – and eventually new-build. Configuration management, operating chemistry, Utility/Service-Provider interfaces, and intelligent replication are explored along the way.

**1. Introduction**

This paper presents this ‘Conference Heads-Up’ via a ‘three-part messaging’ scheme which is common to all of the papers of this conference session. The ‘three-part messaging’ scheme is as follows;

- |      |   |                   |
|------|---|-------------------|
| i)   | Utility-Executive Level NIOU* Statement | (by: Author 1)    |
| ii)  | The Importance Shake-Down Discussions   | (by: Author 1, 2) |
| iii) | A Service-Provider Tutorial             | (by: Author 2)    |

Everything in our industry relates ultimately to the “...needs and interests of the operating utilities\*” (NIOU\*). The purpose of Item i) is the establishment by an Executive-Level representative of an Operating Utility, of a statement as a ‘customer-driver’ for our subsequent discussions. Item i) is discussed more fully in Section 2 below.

Having broadly established the ‘NIOU’ as noted above, the next step is to conduct ‘Importance Shake-Down Discussions’ to get out of the way, all of the questions (and arguing) as to – ‘why is this needed anyway (?)/ is it really worth the effort (?) and/ what is wrong with the status quo (?)’. See Section 3.

After getting such shake-down arguments and the exploration of the NIOU statement out of the way - it allows someone expert in the field, such as a Service Provider, to conduct a thoughtful discussion (aka ‘tutorial’) of - “... how does this work/ what does all of this do for us/ what

doesn't it do/ advantages or disadvantages compared to other ways-of-working/ etc". That discussion is provided in Section 4 below.

**2. The Utility-Executive Level NIOU Statement** (by: Author 1)

**3. The Importance Shake-Down Discussions** (by: Author 1)

Note to authors – the following is a remnant from prior abstract – use or not as you see fit. 'At this stage in the life of the industry, there is need for improved ways-of-working to more effectively manage the very large work-scopes and complexities of the on-going refurb programs, of new construction – and of optimally-managed outages in well-run plants. As discussed in this paper, the Conference is configured in four half-day sessions, A thru D. Focus A addresses – "Short, Tightly-Managed Outages in Reliable, Well-Run, Optimally-Staffed Plants"; Focuses B and C discuss the ways-of-working tools needed to navigate those highly-demanding situations. Focus D addresses those Hugely Complex and Scope-Expansion Prone Projects we refer to somewhat dismissively as "refurb".'

**4. The Service-Provider Tutorial** (by: Author 2)

**5. Conclusion**

As can be seen from the above, the 'ways-of-working' and the 'tools' as discussed in this conference session and in this paper are fundamental to the achievement going forward of; reliable, cost-effective, and performance-adequate 'operations', 'operational support', 'plant refurb', and 'plant new-build' – i.e.

***'predictability'***

- in other words –

***'dependable outcomes based on pre-verified plans and processes'***