

Improving Human Performance on the Grid

A conference and workshop on improving human performance and increasing reliability on the bulk power system

March 27 – March 29, 2012
Atlanta Marriott Buckhead Hotel & Conference Center
3405 Lenox Road, NE
Atlanta, Georgia 30326 USA
Phone: (404)-261-9250

Agenda

Tuesday, March 27, 2012 (Buckhead Ballrooms A & B)¹

- 7:15 – 8:00** Registration and Continental Breakfast
- 8:00 – 5:00** NERC Cause Analysis Training
- Ben McMillan, *NERC, Risk Analysis Engineer*
- 8:00 – 5:00** Improving Human Performance: From Individual to Organization and Sustaining the Results
- James Merlo, *NERC, The Science behind the Human Performance Tools*
 - Tony Muschara, *Error Management Consulting, Critical Steps*
 - Dr. Patrick Sweeney, *Georgia Gwinnett College, Building Trust in Organizations*
 - Tim Autrey, *Practicing Perfection Institute, Creating and Sustaining a Learning Organization*
- ¹**12:00 – 1:00** Lunch will be served in the Lenox Dining Room
- 5:30 – 7:30** Evening Registration and Reception

Wednesday, March 28, 2012 (Heritage Ballroom)

- 7:30 – 8:30** Registration and Continental Breakfast
- 8:30 – 8:35** Logistics and Safety — James Merlo, *NERC, Manager of Human Performance*
- 8:35 – 8:45** Welcome Address and Introductions
- Earl Shockley, *NERC, Director of Reliability Risk Management Group*
- 8:45 – 9:15** Opening Keynote: The Importance of Good Human Performance to Reliability
- Gerry Cauley, *NERC, President and Chief Executive Officer*
- 9:15 – 10:15** Human Performance: From Science to Application
- James Merlo, *NERC (moderator)*
 - Dr. Peter Hancock, *University of Central Florida*
 - Tony Muschara, *Error Management Consulting*

- 10:15 – 10:30** Break and Networking
- 10:30 – 11:30** Innovative Human Performance Training
- Pete Knoetgen, *NERC (moderator)*
 - Robert D. Schwermann, *Pacific Gas & Electric*
 - LD Holland, *Duke Energy*
- 11:30 – 12:00** Best Practice or Success Story
- Jake J. Mazulewicz, *Dominion Virginia Power*
- 12:00 – 1:00** Lunch **(Buckhead Ballroom)**
- 12:15 – 1:00** Lunch Address: Importance of Root Cause and Organizational Introspection
- Earl Carnes, *DOE, Senior Advisor, High Reliability*
- 1:00 – 1:15** Break and Networking
- 1:15 – 2:30** Partnering Approach for Event Analysis
- Ben McMillan, *NERC (moderator)*
 - Earl Carnes, *DOE, Senior Advisor, High Reliability*
 - Chris Hart, *Vice Chair National Transportation Safety Board*
 - Chuck Mowll, *Executive Vice President, Business Development, Government and External Relations*
 - Chuck Lewis, *DOE, Director Corporate Safety Programs*
- 2:30 – 3:15** Defining Human Error and Its Causal Factors
- Ben Marguglio; *BW (Ben) Marguglio, LLC; Process Improvement Consulting*
- 3:15 – 3:30** Break and Networking
- 3:30 – 4:30** Critical Steps: Anticipating the Points of No Return
- Tony Muschara, *Error Management Consulting*
- 4:30 – 5:00** Understanding and Correcting Normalized Deviation
- Tom Harvey, *CSP – President Allied Safety Associates*
- 5:00 – 5:10** The Man Between You and Dinner
- James Merlo, *NERC Manager of Human Performance*
- 5:30 – 6:30** Evening reception sponsored by Vendors from Training and Human Performance
- 6:30** Conference Dinner **(Buckhead Ballroom)**
- William O. (Billy) Ball, *VP and Chief Transmission Officer, Southern Company*

Thursday, March 29, 2012 (Heritage Ballroom)

- 7:30 – 8:30** Continental Breakfast
- 8:30 – 9:30** Sustaining Human Performance in Organizations
- Tim Autrey, *Practicing Perfect Institute, Inc.*

- 9:30 – 10:45** Industry Best Practices in Human Performance Tools — Panel Discussion
- *James Merlo, NERC (moderator)*
 - *Michael Carden, Dominion Virginia Power*
 - *Jim Morrison, Luminant's HPI Initiative*
 - *Kevin Harris, NE Utilities*
 - *David W. Bowman, Entergy*
- 10:45 – 11:00** Break and Networking
- 11:00 – 11:45** Human Performance Successes: TVA Long Term Plan
- *J. Patrick O’Neil, TVA FPG Performance Improvement*
- 12:00 – 1:00** Lunch (**Buckhead Ballroom**)
- 12:15 – 1:00** Lunch Address — Situation Awareness in the Bulk Power System
- *Dr. Mica Endsley, SA Technologies and President of Human Factors and Ergonomics Society*
- 1:00 – 1:15** Break and Networking
- 1:15 – 2:30** Situation Awareness
- *Roman Carter, NERC Moderator*
 - *Dr. Mica Endsley, SA Technologies*
 - *Dr. Michael E. Legatt, Electric Reliability Council of Texas, Inc.*
 - *Dr. Jodi Heintz Obradovich, Pacific Northwest National Laboratory*
- 2:30 – 3:35** Organizational and Human Capital (Gaining and Maintaining Good Human Performance)
- *James Merlo, NERC (moderator)*
 - *Dr. Patrick Sweeney, Georgia Gwinnett College, Building Trust in Organizations*
 - *Earl Carnes, DOE, Organizational Culture and Safety*
 - *Tim Autrey, Practicing Perfection Institute, Creating and Sustaining a Learning Organization*
- 3:35 – 3:45** Break and Networking
- 3:45 – 4:45** Way Ahead: The Virtual Collaborations (Group Discussion)
- Cause Codes and Trending
 - Relays, Microprocessors and Human Error
 - Switching Order Challenges
 - Other Improvement Opportunities
 - Webinar in the 3rd Quarter
- 4:45 – 5:00** Closing Comments
- *James Merlo, NERC Manager of Human Performance*