

# Smooth Survey: Practical Strategies and Tools for an Effective Survey

## Command Center

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### Define

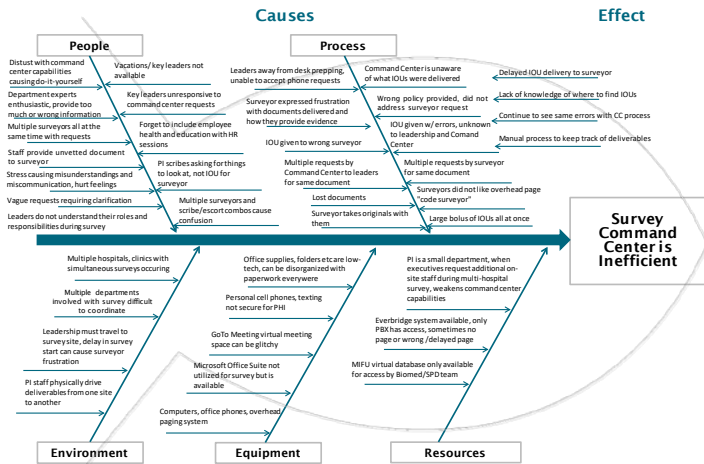
Project Charter, Voice of the Customer

A lack of coordination during surprise regulatory surveys lead to unprepared responses, improper handling of information requests, discrepancies, and unnecessary stress for both staff and surveyors. A performance improvement project was initiated.

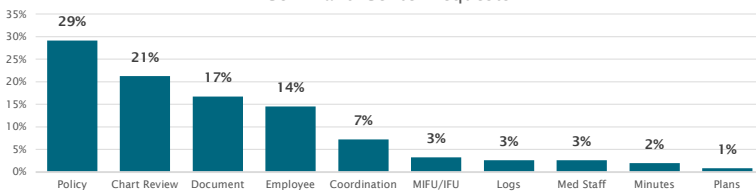


### Measure

Fishbone Diagram, Document Audit, Baseline Data



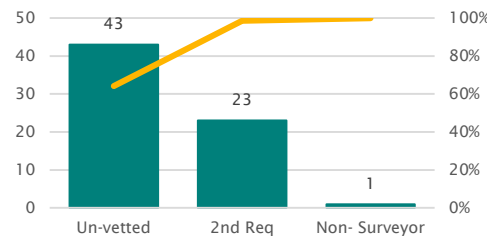
Command Center Requests



### Analysis

Pareto Graph, Data Analysis, Proportion Test

Command Center Inefficiency Type



#### Top Contributors

- Plant ops documentation, Plans
- Departmental employee files
- ICRAs, Plans
- Policies
- Department forms and checklists



### Improvements

Workflow Smoothing, Standardized Work

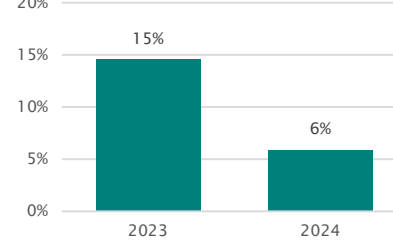
#### Communication

- Monthly meetings
- Updated contact list
- Notification texts
- Daily inspection debriefs
- Department handlers

#### Workflow

- Opening process checklist
- Go! Lists
- Excel deliverables tracker
- Continual virtual meeting
- Standardized assignments
- Scribe note template
- Standardized survey folders
- Findings summary

Inefficiencies Baseline vs. Improve



Method	Z-Value	P-Value
Normal approximation	3.66	0.000
Fisher's exact		0.001



### Sustainability

DFMEA, Control Plan, Monitoring and Reporting

Solution	Potential Failure Mode	Potential Effect(s) of Failure	Severity	Potential Causes/Mechanisms of Failure	Occurrence	Current Process Controls Prevention	Current Process Controls Detection	Detection	RPN	Action Results			
										Recommended Action(s)	Responsible Person	Status	Actions Taken
Monthly CC Meeting	Monthly meeting does not occur	CC not ready for next survey, continue to see same issues during survey	9	Other duties take priority and the meeting is cancelled.	4	None	Outlook Calendar shows history of meeting occurrences	1	36	Prioritize meeting even if it is simply a check in	CC Lead	Ongoing	Review meeting records
Standardized CC opening process checklist	Checklist not followed	Missing survey elements including needed opening documents and communication	7	Standardized process does not address all survey types.	2	CC training and peer effort to follow standardized process	Evident with opening requests or leader miscommunication, increased requests to CC	3	42	Checklist to be a standing agenda item on CC monthly meeting	CC Leader	Ongoing	Post-survey reviews and edits
Communication Use Everbridge, not overhead page	Delayed or no surveyor arrival communication	Unit leaders are unprepared for surveyor arrival	8	Delayed call to PBX for notification due to scramble when surveyors first arrive	4	None	CC or leader notice message has not been sent, calls to CC	1	32	Give CC access to send messages out instead of PBX	CC Leader	Complete	Access and instructions in CC folder
Communication Use Everbridge, not overhead page	Wrong message or information communicated to leaders	Unit leaders are unprepared, confusion, extra calls to CC for clarification bogging it down	10	Multiple calls from different people to PBX about surveyor arrival, confusion about who is here	5	None	CC or leader notice wrong message has been sent, calls to CC	1	50	Create templates for known survey types: CMS, TIC, DNV, CDH	CC Leader	Complete	Templates created in Everbridge

#### Ongoing Sustainability Efforts:

- Reflexive peer-to-peer debriefs on team survey performance
- Survey readiness meetings
- Leader survey orientation
- Standard agenda discussion items
- Design Failure Mode and Effects Analysis



### References

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