



Prior to launching its Supplier Culture of Excellence training, COG delivered a First Line Supervisor training program (pictured) for suppliers covering aspects of safety culture, human performance and leadership fundamentals.

Strengthening human performance within the nuclear supply chain

Joint COG-SNC-Lavalin "Supplier Culture of Excellence" virtual training course helps supply chain improve human performance and safety

A key principle of nuclear human performance (HU) is that even the best people make mistakes and all mistakes are preventable.

The CANDU Owners Group (COG)-SNC Lavalin Supplier Culture of Excellence (SCOE) training course was launched in January 2021. It aims to help supplier organizations gain a foundational understanding of HU while creating a positive work environment in which performance and safety improve and where human error is prevented or mitigated.

The training is open to the whole supplier community, which COG member organizations rely upon to execute major projects and support station operations. This collaborative relationship makes a strong commitment to supplier safety and quality culture, critical.

The virtual course is comprised of four two-hour modules and is based on SNC-Lavalin's Nuclear Division half-day training in safety culture and HU, previously delivered by the COG supplier participant to its own employees.

The SCOE training begins by identifying what excellence in nuclear safety and performance looks like which is followed by key concepts and practices in HU. The final two modules cover HU performance tools, OPEX examples, leadership fundamentals and organizational improvement strategies.

The premise for this work began in 2019 when the COG Chief Nuclear Operators' Forum (CNOF), sent a letter to the Canadian supply chain, indicating nuclear suppliers should increase focus on safety and performance within their own organizations.

"We have a unique opportunity to secure nuclear as a cornerstone of the electricity mix in Canada. But this can only

be realized if we achieve the highest level of work safety and quality," the CNOF letter stated.

Prior to that, COG's Supplier Participant Program (SPP) Human Performance Metrics Task Team (HUMTT), began developing a guideline for monitoring supplier HU. The guideline encourages and promotes behaviours within supplier organizations that strengthen safety and quality.

As well, it provides suppliers with resources to measure HU within their organizations and compare performance between vendors. The HU guideline received a strong endorsement at the CNOF and a pilot workshop for roll out to the supplier community was held in November 2019.

The new SCOE training was developed in response to that pilot's results which reinforced the need for HU and safety culture training among suppliers. The SCOE course will serve as a pre-requisite for a future one-day HU workshop focused on supplier performance measurement.

In 2019, COG also launched another training program directed at suppliers. The First Line Supervisor (FLS) course integrates elements of HU with a focus on strengthening supplier first-line managers' skills, in areas such as leadership practices, performance improvement and building safety culture competencies.

Together, COG's supplier training courses support continuous improvement and the pursuit of safety and performance excellence.

For more information on the SCOE training course and to register for the next round of sessions taking place in May, contact: Macit Cobanoglu, COG Supplier Participant Program Manager (Macit.Cobanoglu@CANDU.org).