



**RIC 2012
Safety Culture**

**NRC's Safety Culture –
A Continuous Journey**

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**NRC's Internal Safety Culture Activities
– Complementary to External Focus**

- Strengthen programs/processes and influence attitudes and behaviors to support continuous improvement
- Increase awareness and knowledge levels
- Recognize independent external safety culture activities and identify opportunities to apply insights internally as appropriate

2



**Setting the Organizational Context:
Recent Successes**

- NRC top performer in 2011 Office of Personnel Management (OPM) government wide survey
 - Ranked #1 in four broad assessment categories
- NRC ranked #2 in "Best Place to Work" for large agencies by Partnership for Public Service

3



Setting the Organizational Context: Challenges

- Time of change
 - Current budget environment of the federal government
 - Focus on identifying ways to enhance the effectiveness and efficiency of operations
- Differences in engagement to safety culture among different types of staff
- Recent events have raised questions regarding the work environment

4



Focus Areas Since the Last RIC

- Integration of safety culture activities within larger organizational culture context
- Establishment of agency wide Agency Culture Advisory Group to facilitate ownership and buy in
- Communications on maintaining focus on mission and commitment to organizational values and Open, Collaborative Work Environment (OCWE)

5



Strengthened Focus on OCWE

- Original intent to complement external Safety Conscious Work Environment focus



- Concept currently evolving to describe an inclusive, model work place
 - Goal is environment where everyone feels comfortable speaking up and that his/her contributions are valued
 - Term resonates strongly within agency
 - Encouraging ownership and engagement at office level

6



Ways to Raise Differing Views

- Informal Discussion 
- Open Door Policy 
- Non-Concurrence Process 
- Differing Professional Opinions Program 

7



Other Recent Activities

- Raising issues & suggestions
 - Improving communications on what's available
 - Implementing various process improvements
- Conducting training activities & identification of opportunities
- Improvements to office level procedures
- Supporting agency wide and office level organizational development and improvement efforts

8



Coming Up Next

- Develop overall framework to describe and guide the agency's organizational culture, with strong focus on safety
 - Integration of various existing concepts and goals
 - Strong focus on each individual's role
 - Reflect continued evolution of OCWE
 - Consider concepts from NRC's Safety Culture Policy Statement terminology for internal use, as applicable

9



Looking Forward

- Continue implementation of activities
 - Appropriate consideration of internal and external factors which may have an impact as they arise
 - Monitor and revise/adjust efforts as needed
- Seek opportunities to learn from other organizations and industries
- Next OPM survey – Spring 2012
- Next Office of Inspector General Safety Culture and Climate Survey - Fall 2012

10



NRC's Safety Culture – Parting Thoughts

- It's a journey, not a destination
- It requires continuous focus and commitment
- It's an integral part of our organizational culture
- The importance of making it our own

11



NRC Public Website

- Safety culture webpage:
<http://www.nrc.gov/about-nrc/regulatory/enforcement/safety-culture.html>
- Open Collaborative Work Environment webpage:
<http://www.nrc.gov/about-nrc/values.html#open>

12
