

## **The MIC Key™ for Delivering Disney Inspired Results**

### **Lenn Millbower, Offbeat Training LLC**

Disney? Utilities? What could those two possibly have in common? More than you might think. When Cinderella's Castle lights up, it's magic. When a customer flips a light switch, that's magic too.

Walt Disney liked to proclaim, "It all started with a mouse." Although it is true that Mickey Mouse was Disney's breakthrough product, *it* did not start with that mouse. It started with a highly motivated organization, a people-first focus and a relentless effort to excel beyond everyone's expectations.

In this illuminating keynote, Lenn Millbower, a 25 year Walt Disney World veteran and a utility industry consultant, shines a light on the strategies and tactics Disney applied, and ways you can apply them too. You will learn how a unifying message empowers employees and customers; how a people-first focus delivers highly effective leadership and customer service; and how an obsessive, process driven approach is the true secret to magical results.

People think that everything Disney touches is magic. It isn't. It's method. Learn the method and you can make your own magic.

## **Knowledge Transfer Between Retiring Employees & their Replacement**

### **Anesa Davis, Entergy**

Knowledge transfer, also known as knowledge sharing, is the systematic approach to reduce the risk of loss of critical knowledge or skill when holders of that knowledge or skill separate from an organization or move to new roles within an organization. There are two ways in which knowledge is retained: (1) when transferred to another employee or group of employees, and (2) when captured as information in retrievable documents or records for use by other employees in the future.

In the United States, many employees are approaching retirement age and possess critical knowledge and skills obtained from their years of work experience. Their knowledge is a mixture of explicit knowledge (documented information) and tacit knowledge (undocumented information). When employees retire, the tacit knowledge lost can be critical to an organization. Utilizing a knowledge management (KM) process provides leaders with a proactive method to capture, share, and manage this knowledge and information.

Knowledge management tools for knowledge transfer and sharing may include RACI or RASCI charts, process flow charts, and mind maps. Typical events trigger the use of knowledge management (KM) process or tools. Here are a few examples:

1. Routine business activities indicate employees holding critical knowledge may be a flight risk
2. During succession planning activities, management identifies a KM risk
3. A holder of critical knowledge notifies management of their intent to retire or leave
4. A pending promotion or transfer may impact the role of an employee holding critical knowledge or skill

Effective knowledge management also takes advantage of existing business processes to capture, retain, and share knowledge. Many organizations have SharePoint functions, formal and informal training, change management processes, and mentoring and job shadowing programs to create and share knowledge within teams. Developing and executing a knowledge transfer process can help organizations proactively prepare for the departure of experts within their teams. This mitigates the loss of knowledge and allows an organization to have a smooth transition when an employee with critical knowledge retires. In addition, the same process can be used to help develop training and document processes from all subject matter experts.

## **Procurement Challenges**

### **Jeremy Davis, Curtiss-Wright**

Obsolescence, lead time, OSD&D, missing or inaccurate CofC, automation, expertise, quantity discrepancies, etc... are all topics that we would like to solve, but how? Just giving my \$0.02 on how we can go about solving some of the problems based on my past and present experience in Nuclear. Everyone here wants this industry to stay (and grow), so let's work together to achieve our common goal.

## **NCSL Update**

### **Eric Lutz, Duke Entergy**

This presentation will cover what NCSL is about and doing today.

## **Nuclear Energy Solutions in a Changing World**

### **Jon Sontchi, APS**

Abstract text: Policy-driven market distortions and historically low natural gas prices are stressing the economic competitiveness of commercial nuclear power plants. In organized market states, wholesale market prices are regularly well below the operating costs for the most efficiently run nuclear plants. In rate-regulated states – such as Arizona – these same drivers are resulting in prolonged periods of time when excess energy is priced well below the operating costs for an efficiently run nuclear plant like Palo Verde. Consequently, some nuclear plants either operate at a loss, curtail operation, or, in extreme cases, prematurely retire. In addition, with the ingress of renewable energy sources, such as solar and wind, coupled with state policies, the demand curve for power has shifted, and at times, has caused challenges in the system operators to meet the evening spike in demand. Recently, in California, this has led to emergency grid operation and elevated wholesale market prices at historic highs. Given the changing market dynamics, what technological solutions can large scale nuclear power plants provide to shift the supply curve to fit the new demand curve? Can nuclear power plants harness excess power during periods of over-supply and re-purpose the energy into a valued commodity? What options exist beyond flexible operating the nuclear plant and lowering electric output?

## **Assembly Shelf-Life**

### **Ararat Torosyan, Curtiss-Wright**

The topic of this presentation is the Assembly Shelf Life. We will be comparing the Assembly Shelf life with Item (part) shelf life and Assembly qualified life in service. We will be looking at industry resources on this topic and will review a few OEMs in storage maintenance requirements for assemblies.

## **Impact of COVID-19 on Nuclear Supply Chain**

### **Marc Tannenbaum, EPRI**

This presentation will discuss impacts experienced by the nuclear supply chain as the result of the COVID-19 pandemic, and identify lessons learned as a result

## **Minimizing Contractor Workforce Risk**

### **Kevin Sell, United Group Services**

This fast-paced presentation will highlight methods and examples to minimize your risk when selecting a contractor and executing your project. You will also see how the pandemic has profoundly changed the supply of craft professionals and why this condition is temporary. Your take-away's will be solutions and not excuses.

**INPO Update****Carl Lane, INPO**

Provide industry update on Equipment Reliability with a parts quality perspective.

**Category Management****Robert Butler, Exelon**

Category Management - The enterprise-wide process of overseeing & maximizing the financial and operational value of a group of related Commodities / Products / Services.

Category Managers identify and monitor total spend & consumption, assess total cost of ownership, keep abreast of market / technology shifts & new alternatives or inventions, forecast market supply & demand, and evaluate supplier performance on a continuous basis.

In Exelon, successful category management is achieved by focusing and executing on four key pillars; Business Partner Engagement, Market Intelligence, Financial Strategy\Value protection and Supplier Relationships. Effective use of these pillars allows Exelon to encompass a robust set of standards during the strategic sourcing process.

**Inter-Utility Transfer of Spare and Replacement Items****Marc Tannenbaum, EPRI**

This presentation reviews historical aspects of inter-utility transfer of safety-related items between US licensees, and discusses a method that is successfully being used to address the requirements to report defects and non-compliance in accordance with 10CFR21.