

ANNEXE A

**RÉPONSE À LA QUESTION 24 A)
DE L'ACEF DE QUÉBEC**

**EPRI SOLUTIONS
PQ PROGRAM SELF
ASSESSMENT WORKSHOP
COMBINED RESULTS**



PQ Program Self Assessment Workshop

Combined Results

June 27, 2005

PQA 2005

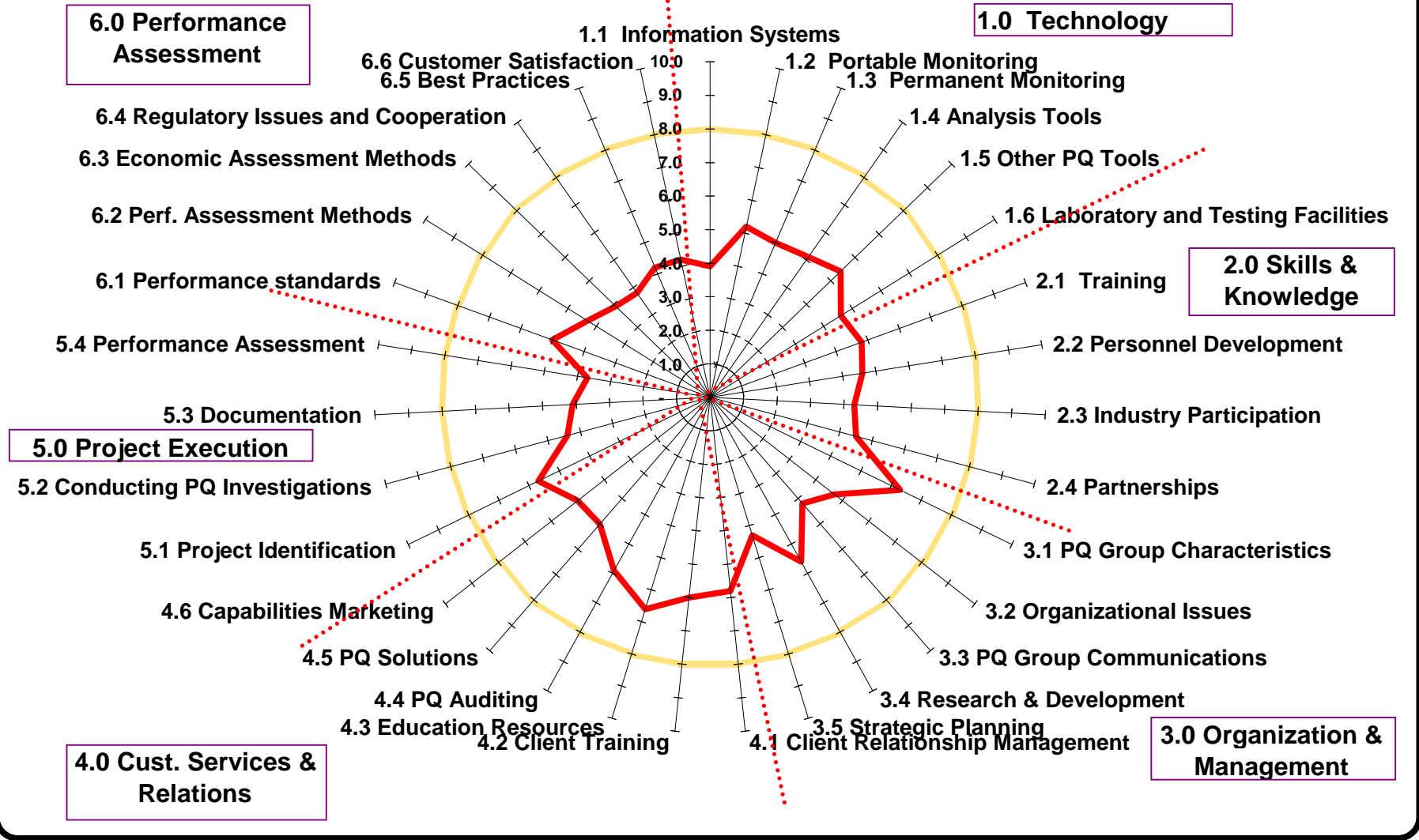
Vancouver, B.C. Canada

Combined Results Highlights

- Combined Results are based on approximately 1 dozen completed data entry forms
- Combined progress was highest in:
 - Customer Services and Relations
 - Organization and Management
 - Technology
- Combined progress was lowest in:
 - Performance Assessment & Benchmarking
 - Project Execution
 - Personnel Skills and Knowledge Development

Composite PQ Program Self Assessment Diagram

■ = High performance threshold
■ = Composite results



Composite PQ Program Self Assessment Matrix

1.0 Technology	Information Systems	Format of Data	Integration of data	Centralization of data	Accessibility of Data
	Portable Monitoring	Types of Portable Monitors	Numbers of Portable Monitors	Portable Monitoring Maintenance	Tool Lending
	Permanent Monitoring	Types of Permanent Monitors	Numbers of Permanent Monitors	Permanent Monitoring Maintenance	
	Analysis Tools	Visualization Software	Analysis Software	Simulation Software	
	Other Tools	Infrared	Acoustic Noise	Radio Frequency	
	Lab & Testing Facilities	Sag Testing	Equipment Sensitivity Testing	Calibration and Verification	
2.0 Personnel Skills & Knowledge Development	Training	Processes and Policies	Training Facilities	Contractor Training	
	Personnel Development	Skills Development	Career Development	Continuing Education and Certification	
	Industry Participation	Standards	Conferences	Affinity Groups	
	Partnerships	PQ Technology Industry	Academia		
3.0 Organization and Management	PQ Group Characteristics	Staffing	Technology		
	Organizational Issues	Centralization	Reporting Structure	Position within Organization	
	Communications	Operations, Planning, and Engineering	Managers to Workforce	Workforce to Management	Peer Group Meetings
	Research & Development	R&D Planning & Execution	Collaborative Research		
	Strategic Planning	Business Planning	Overall Performance Goals	Goal & Plan Alignment	

KEY:

Excellent Progress	Good/Fair Progress	Little/No Progress
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Composite PQ Program Self Assessment Matrix (Part 2/2)

4.0 Customer Services & Relations	Client Relationship Management	Client Identification	Client Relationship Responsibilities	Client Communications	Continuous Improvement
	Client Training	Client Training Management and Planning	Client Training Content and Execution		
	Education Resources	PQ Resource Libraries and Databases	PQ Resource Access		
	PQ Auditing	PQ Auditing Management	PQ Auditing Costing	PQ Auditing Execution	
	PQ Solutions	PQ Solution Management	PQ Solution Costing		
	Capabilities Marketing	Internal PQ Capabilities Marketing	External PQ Capabilities Marketing		
5.0 Project Execution	Project Identification	PQ Issue Identification	PQ Project Definition		
	Conducting PQ Investigations	PQ Project Management	PQ Investigation and Project Execution		
	Documentation	PQ Project Documentation Practices	PQ Documentation Access		
	Completion & Performance Assessment	PQ Project Completion Practices	PQ Project Assessment Practices		
6.0 Performance Assessment & Benchmarking	Performance Standards	Performance Goals	PQ Indices	Reliability Indices	
	Performance Assessment Methods	Performance Assessment Management	Performance Assessment Metrics	Continuous Improvement	
	Economic Assessment Methods	Economic Assessment Management	Economic Assessment Metrics	Continuous Improvement	
	Regulatory Issues and Cooperation	Regulatory Issues Management	PQ Impact on Rate Cases		
	Best Practices Assessment and Documentation	Best Practices Development and Identification	Best Practices Access		
	Customer Satisfaction Assessment	Customer Satisfaction Management	Customer Satisfaction Metrics	Continuous Improvement	

KEY:

Excellent Progress	Good/Fair Progress	Little/No Progress
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