



MIDWEST
RELIABILITY
ORGANIZATION

Managing the Unexpected

Protecting our critical mission during a global
pandemic and beyond

CLARITY

ASSURANCE

RESULTS



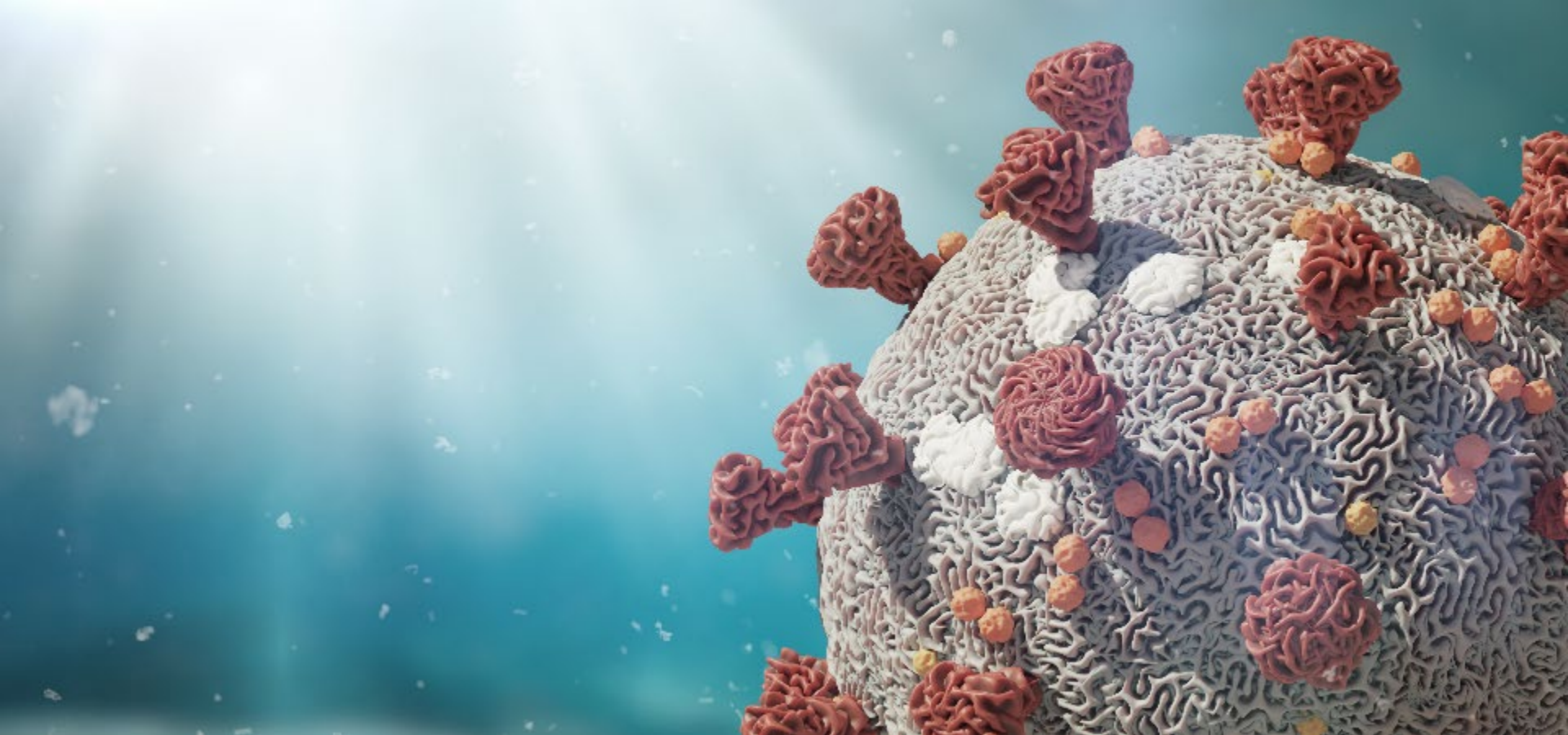
***A highly reliable and
secure North American
bulk power system.***



CLARITY

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RESULTS



Managing the Unexpected

Five Principles of HROs

- **Preoccupation with failure.**
 - Attention on close calls and near misses (“being lucky vs. being good”); focus more on failures rather than successes.
- **Reluctance to simplify interpretations.**
 - Solid “root cause” analysis practices.
- **Sensitivity to operations.**
 - Situational awareness and carefully designed change management processes.
- **Commitment to resilience.**
 - Resources are continually devoted to corrective action plans and training.
- **Deference to expertise.**
 - Listen to your experts on the front lines (ex. authority follows expertise).



MRO's Mission Supports the Vision

*To identify, prioritize and assure effective and efficient mitigation of risks to the reliability and security of the North American bulk power system by promoting **Highly Effective Reliability Organizations (HEROs)**.*



HEROTM

HIGHLY EFFECTIVE RELIABILITY ORGANIZATION



HERO
HIGHLY EFFECTIVE RELIABILITY ORGANIZATION

Four Phases of the Pandemic

**ACUTE
RESPONSE**

3-6 Months

Phase 1

Ends with relaxation of health policies and partial re-openings

GREAT WAIT

6-30 Months

Phase 2

Lasts until effective health solutions bring the virus under control

**REBUILD &
REVITALIZE**

Years

Phase 3

With health risk minimized the focus shifts to rebuilding the economy

**NOVEL
NORMAL**

Years

Phase 4

Indicates a return to stable economic growth



WE ARE HERE

Source: <https://www.tofflerassociates.com/vanishing-point/understanding-the-phases-of-the-covid-19-pandemic>



Shared Perspectives

- **The future will not look like the past...the pandemic will have lasting impacts on society and the way we live and work**
- **We must assess our performance and incorporate lessons learned in the rebuilding phase**
- **These kind of unexpected events provide an opportunity to look at changes that can substantially improve how we meet our mission**





**Our
Future is
BRIGHT!**