



Craig Clapper, PE, CMQ/OE



Senior Partner & Chief Operating Officer
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Craig Clapper is a founding partner and the Chief Operating Officer of Healthcare Performance Improvement (HPI). HPI is a consulting firm that specializes in improving human performance in complex systems using evidence-based methods derived from high-risk industries.

Mr. Clapper has 25 years experience improving reliability in nuclear power, transportation, manufacturing, and healthcare. He specializes in cause analysis (including nuclear power events and component failures, commercial aviation components, and the Texas A&M bonfire structure collapse), reliability improvement (including Feed Water & Main Turbine systems in nuclear power, manufacturing at Baker Hughes, and chemotherapy processes at St Jude's Children's Hospital), and safety culture improvements (for Duke Energy, US Department of Energy, ABB, Westinghouse, Framatome ANP, Sentara Healthcare, and others). He now is the lead consultant on several safety culture engagements for healthcare systems. Prior to forming HPI, Mr. Clapper was the Chief Operating Officer of Performance Improvement International, Chief Engineer for Hope Creek Nuclear Generating Station and Systems Engineering Manager for Palo Verde Nuclear Generation Station.

Mr. Clapper earned his Bachelor of Science in Nuclear Engineering from Iowa State University, is a registered professional engineer in the State of Arizona, has a master's degree in business administration, and is a Certified Manager of Quality and Organizational Excellence (CMQ/OE) by the American Society for Quality (ASQ).