

OSART Good Practices
OPERATIONAL EXPERIENCE FEEDBACK
Organization and functions

Khmelnitzky, Ukraine

Mission Date; 29 Oct.-14 Nov., 2007

Plant Procedure for screening, analysis, and taking decisions on external operating experience information.

Khmelnitsky NPP has developed and implemented a plant-level procedure for screening, analysis and taking decisions on external OEF related to events at world NPPs. It clearly specifies the procedure and dates for screening, classification, analysis, and taking decisions on implementation of corrective actions. The capabilities of plant computer network are used to reduce the period from the moment when information is received till the moment when decision on implementation of required corrective actions is taken. This period includes from 15 to 30 days depending on the importance of the received information. The procedure clearly determines the responsibilities of plant departments and managers who participate in screening, classification, analysis of external OEF information, and in the process of decision taking. A deputy chief engineer takes the decision on applicability of the received information at Khmelnitsky NPP and the necessity of its further detailed analysis. Proposals on implementation of the required corrective actions are discussed at the meeting of plant Technical Board Committee and approved by the Chief Engineer.

Detailed procedure for screening and analysis of external OEF information with clearly established responsibilities and brief dates allows ensuring timely response by the plant to factors important for safety, and timely implementation of the corrective actions in order to avoid the recurrence of similar events at KhNPP.

The plant established a special system for the management of operating experience feedback with contractors during outage.

Main objectives of this system are improvement of outage quality and reduction of human errors made by contractors.

Major elements of this system are as follows:

- The plant takes general charge of the experience feedback activities of contractors
- Contractors are required by the plant to establish their own experience feedback organizations
- Designated Operating Experience (OE) engineers of major contractors are required to be responsible for outage experience feedback coordination and work together with the corresponding OE engineer of the plant
- Experience feedback training of the same standards as those for the plant employees are provided to contractors
- The plant develops experience feedback training materials (with a list of events happened in previous outages and precautions for the coming outages) and gives pre-outage OE trainings to contractors
- significant events of each day are followed up, investigated and fed back in a timely manner during the outages

In the nuclear industry world wide contractors are doing most of the work during outages and cause a lot of events. The systematic integration of major contractors in the OE process during outages is a good approach to positively influence the work behaviour and ownership of contractors. The adoption of such a system in the nuclear industry will be of great benefit in improving safety during outages.

Corrective Action Review Committee (CAR) lead by Power Station Manager

Corrective Action Review Committee takes place daily (Monday to Thursday) chaired by the Power Station Manager (PSM), Plant Manager (PM) or Independent Safety Evaluation Manager (ISEM) with the senior management team as principals. The quorum requirements are a minimum of 4 principals of which 2 are technical (Engineering, Maintenance, Operating etc). The CAR's aim is to engage senior management on daily issues raised by employees via Problem Notifications (PNs) and for these issues to receive the required focus and attention they deserve. It also creates awareness with the senior management team on what is on employees' minds and hearts due to the low threshold requirements of raising PNs.

In addition, investigation reports are reviewed by this committee once completed. Report quality is driven and organizational issues are highlighted and discussed to ensure the best solutions possible are noted. Corrective actions are scrutinized making sure the intent is clear and that the causal factors are adequately addressed. Due dates are specified to ensure timely implementation. The PSM also engages with the managers presenting their reports on organizational and management issues in their domain and if required their feedback on resolution or an action plan on these issues.

Effectiveness reviews performed on completed analysis reports are also ratified by this committee to ensure that the actions implemented are effective and barriers are in place to prevent repeat events.

On a weekly basis the agenda for this committee caters for discussions on potential overdue reports where the PSM engages with his direct reports on progress.