

OSART Good Practices

OPERATIONAL EXPERIENCE FEEDBACK

Reporting of operating experience

Kashiwazaki 3/6, Japan

Mission Date; 1-18 Nov, 2004

"Good example of STAR" supplements the negative term "near miss" in order to encourage personnel to report near misses when application of STAR approach successfully prevented the event. "STAR" approach is well communicated and understood by personnel. All workers who actively participated in the reporting of cases when applying the STAR approach helped to prevent an event are consequently awarded by symbolic STAR pen. In the case of the most honest and valuable reports even financial awards are used.

Ignalina, Lithuania

Mission Date; 5-21 June, 2006

Anyone among INPP employees has an opportunity to communicate to a head of a department and to the top management of the plant, including Director General, his proposals on the work enhancement and safety improvement. This approach in fact provides the two level reporting systems to be used by the plant personnel. First is at the departmental level and the second, at the director general level in case of ineffective response. That is provided by:

- Availability in each department a "Logbook of proposals on improvement", where employees describe the problems to be occurring and proposals on their resolution. The inserted proposals are considered by the leadership of a department, which makes a decision on implementation of a proposal.

- A formally accepted procedure of sending proposals to the Director General in a form of a special letter namely "A proposal on improvement", who then decide on implementation of a proposal. Director General considers all proposals, including anonymous ones.

- In all cases an employee, who has sent a proposal (except for anonymous one), is advised about a decision made by the management on implementation of a proposal or justified rejection.

- Number of the "Proposals on improvements" forwarded to the Director General is accounted in the existing system of the "Safety Culture" indicators.

Analysis of employees' proposals on the work enhancements and safety improvements is useful tool for the safety management, since it allows finding more problems including potential ones, take preventive measures, involves a broad range of the staff into a discussion and safety problem resolution, and improves a competence of the staff.

OKO - Web-based intranet software for personnel suggestions.

SUNPP has implemented web-based intranet software named "OKO" to manage the suggestions or comments of personnel working at the plant.

The OKO system was developed in February 2006, and after a testing period it was put into commercial operation in August 2006. Since then, a total of 2.800 comments have been reported (as of October 18th). From them, 1.561 corrections were made, 1.208 are pending and 31 were rejected.

The comments are classified by department, and also according to the following categories:

- 1.General housekeeping (1.146)
- 2.Equipment and pipelines housekeeping (903)
- 3.Electrical networks and lighting (199)
- 4.Identification / labelling (262)
- 5.Leaks (4)
- 6.Industrial Safety (158)
- 7.Fire Safety (48)
- 8.Radiological Safety (4)
- 9.Nuclear Safety (0)
- 10.Physical protection (0)
- 11.Documentation (8)
- 12.Personnel (1)
- 13.Others (67)

The system is managed by an administrator who classifies the comments in Green - routine level- (2.462), Yellow -significant level- (334), and Red -critical level- (4). The administrator assigns the comment to a department manager, who can then reject the comment and send it back, or accept it and assign it to a responsible employee for correction. Once it is corrected it goes again to the department manager for approval and back to the administrator for closure.

The OKO system is user-friendly, and can be considered a good practice that should be implemented by other plants.

Because this system is in its first stages of operation (only three months), some improvements can be done already. The team mentioned some possible improvements, such as:

- Accepting anonymous comments
- Improving the capabilities for reporting (totals by categories, number of pending comments by classification of importance, etc.)
- Rewarding the best contributors to the system as a means of maintaining a good reporting culture (there is already a rewarding system for operations that could be extended to all the plant personnel).

Rovno 3/4, Ukraine

Mission Date; 24 Nov.- 11 Dec, 2008

Reporting of operating experience in KUDO

The plant operates the information system KUDO for the treatment of information on minor events mainly in the area of equipment deficiencies. The system processes equipment malfunctions, documentation and housekeeping deficiencies. Its effectiveness has been improved after combining it with the integrated information system for equipment management (SUBDO) which includes some other databases. For the first 10 months of 2008 20911 low level events have been registered in the KUDO system, from which 5658 are near misses and 15 253 are low level events related to equipment.

The information system KUDO is one of the tools for the plant to ensure a pro-active approach to equipment failure prevention. For the last 6 months 2362 equipment deficiencies were registered by the Reactor department. Only 3 % of the total number were real operational failures. The vast majority of the defects were detected during the plant walk downs by the personnel or management (81%). The remaining defects were detected during surveillance/testing (2%) or during repair/maintenance (14%).

Mihama 3, Japan

Mission Date; 15 Jan.- 5 Feb., 2009

Sharing near-miss information through the Near-Miss Reporting Conference

The reinforcement of the Hatto Hiyari activity is aimed at facilitating the effort to mature safety culture, and it has been in place since 2008, though the activity itself had long been executed.

To stimulate the reporting, the plant is requesting information allowing anonymity. As a result, 579 of Hatto Hiyari were reported from April to September in 2008.

Near-miss information which needs to be widely shared with other workplaces will be compiled, reported, and distributed at the Near-Miss Reporting Conference jointly organized by Mihama NPP and contractors (members to the Safety and Health Council). This conference is held once a half year.

At the conference held in November 2008, Mihama NPP and contractors presented and shared about 40 cases.

This helps prevent non-conformances and industrial accidents at Mihama Power Station.