

**OSART Good Practices**  
**OPERATIONAL EXPERIENCE FEEDBACK**  
Corrective actions

**Gravelines, France**

Mission Date; 12-29 Nov., 2012

The corrective actions from significant events are managed in a manner that enhances effective implementation and close-out.

Corrective actions for significant events are accepted at senior management level and forwarded to an independent body (SSQ) to manage and track.

A main action list ('mother'- A form) is created; the actions are then split into 'daughter' B forms that are managed at department level. If lower level actions are required, the B forms are then split into C forms. All of these forms are managed by an owner for the action as well as a person responsible for driving the implementation. Once this person has implemented the action and updated the database, the responsible person will verify the close-out and sign off on the action. This process is repeated for all the actions originating from the A form. The B forms are independently verified and closed by the safety engineers. Once all actions are complete, the head of SSQ will ratify the safety engineer's close-out with a final close-out review being performed by senior management. The benefit of this process is that the verification of close outs of important actions are done at different levels of the organization with independent oversight ensuring effective implementation, thus improving the safety performance of the plant.