

**OSART Good Practices**  
**OPERATIONAL EXPERIENCE FEEDBACK**  
Data base and trending of operating experience

**Cruas, France**

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TERRAIN (an OE database) has been introduced at the plant for effective tracking and trending of Low Level Events (LLE), Near Misses (NMs) and deviations.

Until February 2008, the plant used to report LLE, NMs and deviations in a paper format which was quite slow and ineffective. In February 2008, TERRAIN was introduced and its use started in April 2008. During a short period of 8 months about 3000 reports have been put into the system and tracking by management of this vital element of operating experience has been strengthened.

Benefits: The database

- Provides plant staff with a tool to input and screen positive and negative observations collected during daily activities. Negative observations are used for correcting and enhancing human performance and behaviour while positive observations are used for acknowledging and encouraging the right behaviour.
- Is a web-based, user-friendly application which has various facilities such as extracting information on an excel sheet for a better trending and analysis.
- Helps in identifying the broken barriers for LLE and deviations. These barriers, selected by a drop down menu, are based on IAEA references.
- Is used for trending of the whole plant down to section level.
- Can also be used to monitor programme deficiencies in the "Managers in the Field" Programme as deviations observed by managers in the field are also fed into this system.

During various international operational safety missions, weaknesses in the monitoring and trending of LLE and NMs have been observed as a major weakness in the nuclear industry worldwide. An effective tool such as TERRAIN in this area will be of great benefit in improving the safety and reliability of the nuclear industry.

### Database and trending of operating experience - advanced integrated OE information system (OISDE)

An advanced integrated OE information system (OISDE) has been recently developed by the plant. It is successfully used as a database to manage and distribute in a timely manner through the Intranet information about the external OE from WANO, Ukraine and the Russian Federation, as well as internal OE on significant and minor events. Personnel are held accountable for acquainting themselves with the information on significant events.

The main tool that is used for processing of the information messages about external operational experience, and registration of the plant's staff safety-related proposals, is the Integrated operational experience information system (IOEIS). IOEIS is accessible via the Intranet at the following page: <http://de.aes.rnpp.atom.gov.ua>

The functional capabilities of the IOIES include:

- accumulation of information messages in the form of electronic feedback forms;
- on-line free access to the information for all users;
- search facilities for information based on the specified criteria;
- collective discussion and making decisions on specific information messages;
- preparation of the measures to support decisions making;
- generation of reports;
- statistic and analytical assessment of the accumulated information.

The first positive results of the utilization of the system are already obtained, namely: the personnel have started to report more actively human performance related issues (e.g. near misses). Also special paper/electronic forms allow the personnel to communicate information concerning OE anonymously with the high level plant managers. A procedure has been developed to address the reported issues and to communicate the management decisions.