6.1. ORGANIZATION AND FUNCTIONS

All personnel, including managers and contractors, are systematically trained on the reporting and use of operating experience. Management expectations and specific issues related to operating experience are delivered to the staff through extensive initial and annual continuous training. In addition, a significant number of professional staff, as well as managers, have been trained on investigation techniques. The team considered this as a good performance.

6.2. REPORTING OF OPERATING EXPERIENCE

The plant has recently implemented an intranet based software named "OPEX" to manage event reporting, screening, tracking of corrective actions, dissemination and use of operating experience. This new system facilitates reporting of all types of issues and is accessible to all personnel. The analysis reports of internal as well as external operating experience are available to facilitate easy access and use. Moreover, the system enables a systematic verification of the use of operating experience by relevant personnel. Currently, the system is being updated by operating experience information from the past.

6.3. SOURCES OF OPERATING EXPERIENCE

The major source of information about external operating experience is WANO Moscow Centre. Currently, the plant does not have access to the IAEA International Reporting System for Operating Experience.

Operating Experience sources include feedback from operators of conventional plants in the country. With this type of feedback, the plant is able to improve its performance, especially in conventional areas like electrical systems or turbine.

6.5. INVESTIGATION AND ANALYSIS

All significant events (classified at the plant as perturbations and deviations) and low-level events are investigated using ASSET methodology which is no longer supported by the IAEA. Several workshops and technical support missions were organised with support of WANO and IAEA in order to improve quality of event investigations. Cooperating with Rosenergoatom, the plant is currently implementing an extensive project to introduce a new investigation methodology, together with its technical support organisation TAVANA.

Although improvements in the management of near misses have been made, the existing trending analysis is still not sufficient to enable timely identification of deteriorating performance and associated corrective actions. The team encouraged the plant to continue improving the management of near misses by adopting a comprehensive trending process.

6.6. CORRECTIVE ACTIONS

Corrective actions resulting from analyses of operating experience are developed and approved by respective investigation committee. In some of the reviewed event reports, organizational factors contributing to the human errors and extent of the problem were not addressed by appropriate and timely corrective actions. Corrective actions are tracked to completion by the operating experience group and their status is reported to management on a weekly basis. At the time of the mission, several corrective actions were found to be implemented with a significant delay since the event occurrence. The team made a recommendation in this area.

6.9. EFFECTIVENESS REVIEW OF THE OPERATING EXPERIENCE PROGRAMME

The overall self-assessment strategy at the plant includes detailed semi-annual surveys with broad participation of the plant staff, departmental self-assessments performed with multidiscipline teams, annual statistical reports and corporate assessments, resulting in a number of important improvements of Operating Experience programme effectiveness. However, current performance indicators in this area are only lagging. The team encouraged the plant to adopt more leading performance indicators, as for example reporting of near misses by individual departments, average age of event investigations, average age of near misses or status of corrective actions taken to low level events.

6.10.USE OF PSA AND PSR

Significant plant events are evaluated using a PSA model. The use of PSA based on event analysis provides a numerical value for the risk significance of an operational event. It is also used to increase the understanding of the plant vulnerabilities given the event occurrence. The team considered the use of PSA in event investigation process as a good performance.