

## Action Plan: Operator Performance

Task Number	Task	Task Details	Basis (why do this?)	Deliverable / Measure	Assigned Group	WANO Office	Due Date	Current Status
1	Issue PA Report	Complete PA Report and Distribute approved document.	Document results of analysis to allow ELT to decide if further action is warranted	Report on website	PA + COMMS	LO	Mar-18	Complete
2	CNO Forum	CNO Forum presentation (Minsk)	To communicate this issue and planned actions to CNOs in attendance. Encourage appropriate attendance at planned workshops and general support for planned actions.	Included in agenda, meeting held	PA+T&D + COMMS	LO	May-18	
3	Self-Assessment	RCs forward letter to members requesting each plant to review WANO RPT 2017-06 and implementation of SOER 2013-1. Develop additional actions to ensure effective implementation and sustainability. Request members to notify RC Director on completions.	To ensure key lessons-learned are considered by each member and implemented as appropriate.	RC's forward letter from WANO CEO to WIOs and CNO-level executives.	PA+T&D + COMMS	LO AC MC PC TC	May-18	
4	AFIs for SOER Status	Review and revise the applicable "how-to's" to encourage developing AFIs if important aspects of SOER 2013-1 have not been effectively implemented, and if implementation weaknesses are resulting in events.	To provide additional motivation to member stations to complete SOER recommendations.	Guidance issued to PR staff. Percentage of satisfactorily implemented recommendations increases.	PR+COMMS	LO AC MC PC TC	Sep-18	
5	SOER Workshops	Each regional centre to conduct a new workshop on the implementation of SOER 2013-1 – specifically targeting plants that have not yet completed implementation of the recommendations. This would focus on problems the stations are having in implementing the recommendations and how other plants have done this successfully. The approach should be to identify the issues in advance and use the workshops to provide solutions.	To discuss problems encountered in implementing the SOER recommendations and develop possible solutions. - These solutions will be made available to other members via the workshop report. When all workshops are complete the results will be compiled and distributed to all member WIOs via email.	MC, PC, and TC completed workshop. (AC has high level of completion.)	T&D+COMMS (DISSEMINATION OF MATERIALS)	LO AC MC PC TC	Sep-18	
6	SVP/PM Conference	Site Vice Presidents' / Plant Managers' meeting – 'Focus on the Fundamentals'	To communicate this issue and planned actions to Site VPs and Plant Managers in attendance. Encourage appropriate attendance at planned workshops and general support for planned actions.	Included in agenda, meeting held	COMMS	LO	Sep-18	

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7	Alignment Weeks	Brief WANO Staff on issue and planned actions	To ensure all WANO staff are aware of the issues and actions planned. To improve consistency and alignment.	Included in agenda, meetings held	PA+T&D	LO AC MC PC TC	Oct-18	
8	Issue SER	SER on 'Reduced inventory events' (to be developed)	To make members especially aware of a subset of the events analyzed that involve reduced inventory.	SER approved and on member website.	PA	LO	Oct-18	
9	Regional GB Briefings	Brief RGBs on Issue and planned actions	To obtain RGB support for planned actions. This includes expectations for RC workshops and member participation.	Included in agenda, meetings held	PA+T&D	LO AC MC PC TC	Oct-18	
10	CEO Update	CEO update / Special edition of WANO News to wrap up campaign	To communicate this issue and planned actions to all member CEOs	Update issued	COMM	LO	Dec-18	
11	SGCEO	Small Group CEO meeting (Taipei and Bratislava)	To communicate this issue and planned actions to CEOs in attendance.	Included in agenda, meeting held	PM+COMMS	LO	Dec-18	
12	WIO Meeting Briefings	Brief WIOs on Issue and planned actions - BEFORE GB briefings	To communicate this issue and planned actions to member WIOs in attendance. Encourage appropriate attendance at planned workshops and general support for planned actions.	Included in agenda, meetings held	PA+T&D+CO MMS	LO AC MC PC TC	Dec-18	

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13	Ops Mgr Workshop	Each RC would hold a workshop for Operations Managers. This would focus on the results from the events analysis and peer review, the value of the crew performance observations (CPOs), the importance of management involvement in operator training, how to effectively monitor crew performance in the control room and on the simulator, and other items specifically called out in the analysis. This should not just be a communication of the problems, but we should also include breakout sessions to develop solutions to specific problems. We should use this forum to identify areas where our members would like additional assistance and where changes to WANO documents would be needed. We should target this for third quarter of 2018. Results from this workshop should be documented and shared with members not attending.	To discuss operator fundamentals problems identified by WANO and by the participants. Discuss impact and corrective actions taken. Develop possible solutions. - These solutions will be made available to other members via the workshop report. When all workshops are complete the results will be compiled and distributed to all member WIOs via email.	Each Regional Centre has completed a workshop. (AC complete in 2017)	T&D+COMMS (DISSEMINATION OF MATERIALS)	LO AC MC PC TC	Dec-18	
14	Shift Manager Course	These issues will also be factored into the development of the Shift Manager Leadership course (Compass Action Item 3.5.1). Due by the end of 2018. LO and TC developing	To imbed lessons-learned into SM training materials for future courses delivered by WANO or members.	Materials developed and course pilot complete	T&D+COMMS	LO AC MC PC TC	Dec-18	
15	Update NUA modules	Review summary reports from the workshops and determine if changes need to be made to the NUA modules for Operations or Training.	To Ensure that guidance being provided to new entrants is consistent with the lessons learned from the workshops and the analysis report.	Review complete. Updates complete as required.	MS+COMMS	LO	Dec-18	
16	Simulator Mgr Workshop	Hold regional centre workshops for simulator training managers/instructors to focus on the issues mentioned above, but also CPO and PR training observation results, as well as advanced techniques used successfully by some members to improve crew performance. Again, the focus should be on developing solutions. These should be targeted for fourth quarter of 2018.	To discuss operator fundamentals problems identified by WANO and by the participants. Discuss impact and corrective actions taken. Discuss the role of simulator training in addressing these issues. Develop possible solutions. - These solutions will be made available to other members via the workshop report. When all workshops are complete the results will be compiled and distributed to all member WIOs via email.	Each Regional Centre has completed a workshop.	T&D+COMMS	LO AC MC PC TC	Mar-19	

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17	BGM Closed Session	BGM Closed Session: Discuss results of actions to date. Name plants that have not completed the SOER or self-assessment. [Dave/Peter?]	To provide a summary of the issue and the current status of actions taken to date. Apply peer pressure on stations that have not adequately addressed the issue.	Included in agenda, meeting held	GOV+PA+CO MMS	LO	Oct-19	
18	Implement CPO on all station peer reviews	Implement Crew Performance Observations as a standard part of all station peer reviews and PSURs to ensure the knowledge and teamwork of control room crews is sufficient to effectively respond to complex transients.	Being able to determine if the combination of operator knowledge, the adequacy of their procedures, and how well they work together during complex and fast-moving situations is a critical aspect of ensuring safe and reliable operation.	Development of applicable governance for conducting CPOs, change management plan and KPI to track implementation	PR+COMMS	LO AC MC PC TC	Dec-19	In Progress
19	MSMs on request	Suggest MSMs for stations identifying issues from the self-assessment.	To support plants who need assistance in addressing gaps identified by the self-assessments.		MS+COMMS	LO AC MC PC TC	As Needed	
20	Check for Effectiveness	Repeat analysis of PR and events to identify any improvements.	To determine effectiveness of actions taken above and evaluate the need for additional actions.	Review complete. Report issued. Results communicated to ELT.	PA+COMMS	LO	Dec-20	