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**Expert mission to review the progress of operating experience programme and methods for root cause analyses of BNPP‐1**

**27 April - 1 May 2019**

**Teheran**

**DAY 1**

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| **09:00-09:15** | **INTRODUCTION**   * Welcome * Personal Introductions |  |
| **09:15-09:45**  **Session 01** | **Requirements related to event ANALYSIS**   * IAEA safety standards * IRS system * OSART findings |  |
| **09:45-10:40**  **Session 02** | **HUMAN PERFORMANCE**   * Error precursors and error likely situations – examples * How and why events occur (anatomy of an event) * Human performance modes with examples, how it relates to event investigation |  |
| **10:40-11:00** | **Break** |  |
| **11:00-11:45**  **Session 03** | **EXAMPLE OF CAP PROGRAMME**   * Typical CAP programme workflow * Human resources * Management involvement |  |
| **11:45-12:15**  **Session 04** | **INTRODUCTION TO ROOT CAUSE ANALYSIS**   * Attributes of an effective event investigation process * Overview of Human Performance Enhancement System |  |
| **12:15-13:30** | **Lunch Break** |  |
| **13:30-14:00**  **Session 05** | **EXTENT OF CONDITION/ EXTENT OF CAUSE**   * Why and when to start * Methodology * Incorporation into investigation process and examples |  |
| **14:00-15:00**  **Session 06** | **INTERVIEWING**   * Interview preparation, opening, conduct and closure * Types of questions * Interviewing skills * Bad and good interview examples |  |
| **15:00-15:15** | **Break** |  |
| **15:15-16:00**  **Session 07** | **Organisational analysis**   * Human – Technology - Organisation concept * Functional Resonance Analysis Method (FRAM) * Human Factors Analysis and Classification System |  |
| **16:00-16:15** | **Debriefing** |  |

**DAY 2**

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| **09:00-09:45**  **Session 08** | **CORRECTIVE ACTIONS**   * SMARTER principle * Tracking and effectiveness review |  |
| **09:45-10:15**  **Session 09** | **APPARENT CAUSE ANALYSIS**   * What is ACA and when to use it * Differences between RCA and ACA * Real examples |  |
| **10:15-10:35** | **Break** |  |
| **10:35-11:20**  **Session 10** | **CODING AND TRENDING**   * Different type of codes * When to perform Trend Analysis and its limitations * Human resources |  |
| **11:20-12:30** | **BNPP presentation on RCA methodology** |  |
| **12:30-13:45** | **Lunch Break** |  |
| **13:45-15:00** | **Review of the plant RCA process** |  |
| **15:00-15:15** | **Break** |  |
| **15:15-16:30** | **Review of the plant RCA process** |  |
| **16:30-16:45** | **Debriefing** |  |

**DAY 3**

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| **09:00-10:15** | * **Review of the plant RCA process** * **Review of the event investigation process** |  |
| **10:15-10:35** | **Break** |  |
| **10:35-12:15** | **Review of the event investigation process** |  |
| **12:15-13:30** | **Lunch Break** |  |
| **13:30-15:00** | **Review of plant RCA(s)** |  |
| **15:00-15:15** | **Break** |  |
| **15:15-16:30** | **Review of plant RCA(s)** |  |
| **16:30-16:45** | **Debriefing** |  |

**DAY 4**

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| **09:00-10:15** | **Review of the plant RCA(s)** |  |
| **10:15-10:35** | **Break** |  |
| **10:35-12:15** | **Review of plant Trend analysis** |  |
| **12:15-13:30** | **Lunch Break** |  |
| **13:30-15:00** | **Review of plant Trend analysis** |  |
| **15:00-15:15** | **Break** |  |
| **15:15-16:30** | **Identification of the potential gaps in the procedure on RCA implementation and suggestions for improving** |  |
| **16:30-16:45** | **Debriefing** |  |

**DAY 5**

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| **09:00-10:15** | **Identification of the potential gaps in the procedure on RCA implementation and suggestions for improving** |  |
| **10:15-10:35** | **Break** |  |
| **10:35-12:15** | **Identification of the potential gaps in the procedure on RCA implementation and suggestions for improving** |  |
| **12:15-13:30** | **Lunch Break** |  |
| **13:30-15:00** | **Identification of the potential gaps in the procedure on Trend Analysis implementation and suggestions for improving** |  |
| **15:00-15:15** | **Break** |  |
| **15:15-15:45** | **EXPERT MISSION REVIEW**   * Summary of key points * Effectiveness review   END OF THE EXPERT MISSION |  |