

**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
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| **09:15-09:45****Session 01**  | **Requirements related to event ANALYSIS** * IAEA safety standards
* IRS system
* OSART findings
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| **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
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| **10:40-11:00** | **Break** |  |
| **11:00-11:45****Session 03**  | **EXAMPLE OF CAP PROGRAMME** * Typical CAP programme workflow
* Human resources
* Management involvement
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| **11:45-12:15****Session 04**  | **INTRODUCTION TO ROOT CAUSE ANALYSIS** * Attributes of an effective event investigation process
* Overview of Human Performance Enhancement System
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| **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
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| **14:00-15:00****Session 06**  | **INTERVIEWING** * Interview preparation, opening, conduct and closure
* Types of questions
* Interviewing skills
* Bad and good interview examples
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| **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
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| **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
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| **09:45-10:15****Session 09**  | **APPARENT CAUSE ANALYSIS** * What is ACA and when to use it
* Differences between RCA and ACA
* Real examples
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| **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
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| **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 |  |