

# Forward Plan 2018 - 2019



## Operating Experience & Learning Group

### Purpose of Operating Experience Feedback (OEF):

The concept of Operating Experience as a minimum is the capture and recording of learning from events and near misses, from within the organisation, be they plant, process or people based. The Feedback process includes ensuring the learning is utilised and fully embedded within processes and procedures, and most importantly, culture and behaviours.

For Nuclear sites and facilities, the operation of a robust OEF system is a regulatory requirement. All sites are required to report events and near misses, to identify areas for improvement in areas such as – but not limited to - Nuclear, Radiological, Environmental and Process safety. Events from both national and international sources are required to be screened for relevance and applicability with corrective actions implemented where learning opportunities are identified. The use and embedment of lessons learned within the organisation demonstrates a drive for operational excellence.

### The UK Operating Experience Learning Group:

The OELG is the main forum for Operating Experience Feedback practitioners from UK Nuclear facilities and operators. Through this forum, organisations are encouraged to share best practice for implementation of OEF systems, improvement ideas and good practices for use of experience and lessons learned, so that members continue to develop into true learning organisations. The forum promotes identification, discussion and analysis of national trends and strategic issues and enjoys open dialogue and engagement with Regulators, Contractors and relevant Stakeholders.

### Terms of Reference:

- To maintain open relations with regulatory bodies
- To consolidate a national network for the sharing of good practice in Operational Experience Feedback and organisational learning
- To maintain exchanges for the lessons learned from key events and operational activities – with a focus on improving safety and operational efficiency in the Nuclear industry (Nuclear, Radiological, Environmental and Process)
- To promote organisational learning through the application of the principles of the Guide to Good Practice
- To identify and communicate national trends and issues
  - Identify the gap, relate to the individual organisation, consider impact on other forums (potentially hand over the issue)
- To actively engage with other SDF subgroups on relevant issues
  - Consideration of the impact of all issues on other SDF Sub Groups (2-way)
  - To become a focus for OE Learning for other Sub Groups in order to promote learning throughout the industry
- To advise the Safety Directors Forum on emerging issues in the OEF discipline.

Meeting Membership		Stakeholders:
Amec Foster Wheeler AWE BAE Systems - Submarines Babcock Marine, Devonport Babcock Marine, Clyde (Chair & Sec) Babcock Marine, Rosyth Royal Dockyard Cavendish Nuclear Doosan Babcock Ltd DRS DSRL EDF Energy Nuclear Generation EDF Energy Nuclear New Build Horizon	HMNB, Devonport & Faslane GE Healthcare LLWR Magnox Ltd MoD (NRPA) National Nuclear Laboratory NDA Rolls-Royce Nuclear Sector Rolls-Royce, MOD Vulcan RWM Sellafield Ltd Springfields Fuels Urenco UK Urenco Chem Plants	Safety Directors Forum (SDF) Office for Nuclear Regulation (ONR) Environment Agency (EA) Defence Nuclear Safety Regulator (DNSR)

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Deliverable	Measure	Success Criteria
1. Regulator Engagement	> Regulatory attendance at a minimum of 1 meeting per year	> Mutual understanding of regulatory issues with clear indicators of event trends
2. Sharing of learning from significant events  Learning points to be identified for each member at each meeting. Report back to the next meeting and state how the learning has been used / embedded at their organisation	>1 at each meeting with the exception of the Strategy meeting.  > Formalised Peer review form to be created and distributed to members	> Positive feedback (recorded) to OELG on implementation of learning points from members.  > Members volunteering investigation reports for 'Peer Review' and providing positive feedback on value of review.
3. Trending  > OELG agenda to be more focussed on identifying significant trends (participants to prepare information for meetings)  > Strategic trends and issues as jointly identified by members and Regulators to be fed to SDF & other sub groups	> Minutes reflect trend discussions / Issues forwarded to relevant SDF subgroups	> Accepted as useful for sub groups – with feedback on what they have done as a result.
4. Each member organisation to conduct a self-assessment against the Guide to Good Practice for OE. Results to be fed into the revision of the Guide.	> Matrix / indicators to track progress >95% completion	> All self-assessments completed and results incorporated into the revision of the Guide.  > Sharing of strengths and shortcomings via database of shared self-assessments  > Spreadsheet of members specialisms created
5. Creation, maintenance and update of a member contribution spreadsheet	> Visible participation or contribution against specified member criteria	> OELG recognition of improvement in member contribution
6. Formulate a compendium of tools/processes focussing on Investigation techniques	> Compendium of tools/techniques by Jan 2018	> Accepted as useful by members with positive feedback on use.

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7. Improve the evidential feedback of what OELG output has been taken forward by members to their organisations and use this as a direct feed to the annual report	> Provision by members of OELG output that has benefited their organisations	> Inclusion of information in time for Chairman's annual report submission.
8. Greater targeting of external organisations for focussed topical sessions within meeting agendas	> Minimum of 2 meetings per year to include external organisation presentation	> Members suggesting and assisting with arranging potential organisations to conduct presentations  > Group to provide feedback on value of presentation
9. Create a Memorandum of Understanding for member organisations	> MoU issued for reference to members	> Members following and using MoU as a working document and willing to share information without undue constraint
10. Improve the profile of what transfer of information has occurred internally between members and their safety directors	> Time allocated time for feedback from a member as to information transferred from their Safety Director	> Recognition by group of the information transferred and appropriate feedback provided.  > Discussed as agenda item within meetings
11. Investigate alternative methods for sharing of information/support of electronic files across member organisations	> Research options within the SDF and other member organisations	> Alternative electronic data share systems identified for discussion/use
12. Raise profile of OELG amongst other SDF sub groups	> Presentation to be conducted at other SDF Sub-groups	> Recognition by SDF of improved interaction between SDF sub groups
13. Look into networking with other business sectors that also utilise organisational learning. This may include organisations such as the NHS, the oil and gas industry and aviation industry	> Established with at least two external OE sectors	> OE related information being shared on a regular basis
14. Identification of the merits of sharing follow up reports that are sent to the regulators to facilitate learning	> At least two follow up reports assessed by the group	> Positive feedback gained on any benefit gained
15. Support/Engage in visits to	> Peer assists requested and	> Positive feedback from host sites

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assist organisations that have requested assistance i.e. peer assist and allocation of core members to carry out peer review during site visits	conducted at each site visit	on assistance received