

## **Human Performance Workshop Reviewing A Lower Tier Apparent Cause Proctor Script**

### Exercise Scenario

This exercise will test the individuals' skills to review a lower tier apparent cause. The use of human performance error prevention tools will be required while performing this task. The student will be required to use the following skills to review the apparent cause evaluation.

- Locate the pre-Job Briefs on the Engineering Web page
- Locate the Human Performance Engineering tools on the INPO web page
- Locate procedure and EN-LI-102 and EN-LI-119 on IDEAS
- Locate the drawings associated with SI-401A on Pass Port and IDEAS
- Search PCRS for similar conditions to other valves

### Simulated Work Area

The human performance workshop will take place at the individuals' desk. The simulated work area is comprised of the following items.

#### **Desk**

Working Computer that can access IDEAS, the Waterford 3 Web page, and Passport.

Workshop Time Line:

	<b>Exercise</b>
<p>Prior to the start of the task</p>	<p>The proctor introduces herself/himself to the participant as the proctor for the workshop.</p> <p>The proctor tells the participant the following:</p> <ul style="list-style-type: none"> <li>• The proctor will remain in the cubicle with the participant to oversee the exercise.</li> <li>• The workshop is designed to enhance the knowledge of the Human Performance Traps and Tools.</li> <li>• The assignment should be handled as any work assignment.</li> <li>• The use of a working computer is required for this task.</li> </ul>
<p>Explanation of the Job Task</p>	<p><b>NOTE: Remember the proctor needs to keep the exercise moving; therefore provide answers to the participant that will allow the workshop to continue.</b></p> <ul style="list-style-type: none"> <li>• The proctor will explain to the participant that during this workshop the student is asked to verify a lower tier apparent cause evaluation (ACE) for a CR.</li> <li>• This workshop will focus on using the skills to review a lower tier apparent cause evaluation (or any engineering product). These skills apply to all fields of engineering.</li> <li>• It is not the intent of the workshop for the participant to focus on the technical issues of the evaluation.</li> <li>• The participant is not required to have previous knowledge of the CR subject to complete this workshop.</li> <li>• The intent of this workshop is to focus on the Human Performance tools that are used when an individual is performing a peer review, such as reviewing an Apparent Cause Evaluation.</li> </ul> <p><b>At this point, instruct the individual that the overview of the workshop has been given and the actual workshop scenario will begin. Otherwise, the individual might misinterpret that the explanation of the job task was the pre-job brief.</b></p>

Delivery of First handout found in Tab “Apparent Cause Evaluation”

- The proctor gives the participant the Apparent Cause Evaluation for Corrective Action 1 of CR-WF3-2004-0540. This CR was written because valve SI-401A has had many packing leaks. As stated in the ER, the valve has had packing leaks after Refuel 9, 11, and 12.

**TRAP:** Do not use “alpha” for “A”. Instead say the letter “A”. the participant should correct you by using “alpha”.

- The proctor tells the participant the CRG has made this CR a category B CR and requires a lower tier apparent cause evaluation.
- The proctor tells the participant that the proctor has prepared the apparent cause evaluation and that the individual is asked to review the evaluation and verify that the information is correct..

**TRAP:** The participant should request to see the engineering product quality review checklist. **If** the participant requests the checklist, **then** hand the participant the checklist which is located in Tab Apparent Cause Evaluation.

**TRAP:** The participant should request to see the actual CR to ensure that the corrective action addresses the concern in the CR.

**TRAP:** CR-WF3-2004-00540 was written for valve SI-401B, however, the apparent cause was written for valve SI-401A. The proctor tells the participant that the preparer made a mistake when the CR was written. The proctor verified this with the preparer. Ask the participant what should have been done to correct this problem. Answer: Contact Corrective Actions & Assessment to correct this on the CR.

**Note: The CR used for this workshop has been altered for this workshop. This CR was written to address SI 401 A & B. However for this workshop this CR addresses only SI-401A. During the process of this workshop, the participant should realize that the B valve has also had packing leaks and that a CR should be written for this CR also. This should be identified during the Extent of Condition.**

- No other information is given to the participant.
- The participant is told that the ACE should be marked up with a red pen and that the comments will be incorporated by the preparer (proctor).
- For the purpose of this workshop comment sheets are not

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	used.
<p><b><u>Delivery of Tab “Pre-Job Job Brief”</u></b></p>	<ul style="list-style-type: none"> <li>• This tab contains four items <ol style="list-style-type: none"> <li>1. Job Briefing Expectations</li> <li>2. Pre-Job Brief Checklist</li> <li>3. Definitions of gland pressure, running load, and diagram of packing for a valve.</li> <li>4. Table showing the current and proposed torque, gland pressure, running load for valve SI-401A</li> </ol> </li> <li>• Depending what the participant asks, certain papers are given to the participant.</li> </ul> <p><b>If the participant asks for a pre-job brief, then the Pre-job brief Checklist is used to give the pre-job brief</b></p> <ul style="list-style-type: none"> <li>• The proctor should tell the participant that a pre-job brief is a HP error prevention tool and should be used for all tasks.</li> <li>• The proctor is to show the participant where the pre-job brief forms can be found on the Waterford 3 Engineering Web page.</li> <li>• Go to <u>Tab “Job Briefing”</u> for directions where to find the pre-job brief forms and the matrix to determine which type of pre-job brief should be performed.</li> <li>• Use the Engineering Task Risk Matrix on page 3 of <b>Job Briefing Expectations</b> to determine what type of pre-job brief should be used.</li> <li>• For this task the Potential Consequences of Error is small to medium.</li> <li>• The probability of error is small or medium depending on the knowledge of the person performing this task.</li> </ul> <p>During the Pre-Job Brief show the participant the INPO Human Performance Tools for Engineers located in <b>Tab INPO HP Tools</b>.</p> <ul style="list-style-type: none"> <li>• This document provides good Human performance tools for engineers.</li> <li>• Refer to <b>Tab INPO HP Tools</b> for directions how to access this document from the Entergy Waterford 3 web page.</li> <li>• Ensure to point out Page 20 which includes the tool for a Peer Review.</li> <li>• Point out “Dig for Facts”. This states the document should be read three times.</li> </ul>

<p><b><u>Delivery of Tab “Pre-Job Job Brief” Cont’d)</u></b></p>	<p><b>If</b> the participant wants information on the definitions used throughout the ACE, <b>then</b> give the participant Item 3 - the definitions of gland pressure, running load, and diagram of packing for a valve.</p> <p><b>If</b> the participant is confused with the numbers presented in the ACE, <b>then</b> give the participant Item 4 - Table showing the current and proposed torque, gland pressure, running load for valve SI-401A.</p>
<p><b><u>Delivery of Tab “EN-LI-119”</u></b></p>	<ul style="list-style-type: none"> <li>• During the course of the workshop, the participant should review procedure EN-LI-102 and EN-LI-119 to ensure that all required information has been included in the ACE.</li> <li>• These procedures are included in this tab if the participant is more comfortable reading a hard copy than the electronic copy on IDEAS.</li> <li>• The participant should demonstrate how to find these procedures using IDEAS.</li> <li>• Refer to <b>Tab EN-LI-119</b> for directions how to access these documents from the IDEAS.</li> <li>• Specific pages to look at in EN-LI-102: <ul style="list-style-type: none"> <li>○ Page 20: States that the apparent cause evaluation are performed utilizing EN-LI-119</li> <li>○ Page 42: States the due dates guidelines for the long term actions.</li> </ul> </li> <li>• Specific pages to look at in EN-LI-119 <ul style="list-style-type: none"> <li>○ Pages 9 and 10: Provide the information that is required to be included in a lower tier apparent cause evaluation.</li> </ul> </li> </ul>
<p><b><u>Delivery of Tab “Valve History”</u></b></p>	<p><b>Note:</b> The participant is not required to find the work document in IDEAS. Once the participant demonstrates the capability of finding the work order number in Passport, the participant is told that for the purpose of the workshop it assumed that the information on the Attachment has been verified and is correct.</p> <ul style="list-style-type: none"> <li>• <b>TRAP:</b> When the participant is reviewing the Attachment 1 of the ACE, the participant should realize that there are no work order numbers or references listed. <ul style="list-style-type: none"> <li>○ Provide the Participant SI-401A Work History for Refuel 9-12 if the participant does not question any of the previous work history prior to Refuel 9.</li> <li>○ The participant is required to demonstrate how to find</li> </ul> </li> </ul>

<p>Delivery of <u>Tab</u> <u>“Valve History”</u> <u>(Cont’d)</u></p>	<p>the work order numbers in Passport.</p> <ul style="list-style-type: none"> <li>• <b>TRAP:</b> When the participant is reviewing Attachment 1 of the ACE, the participant should realize that there are no work orders prior to Refuel 9. The participant should question this. <ul style="list-style-type: none"> <li>○ Provide the participant with SI-401A Work History <b>without the work documents.</b></li> <li>○ The participant is required to demonstrate how to find the work order numbers in Passport.</li> </ul> </li> <li>• If the participants ask about the references for this information, provide the student with SI-401A Work History <b>with the work documents.</b></li> </ul>
<p>Delivery of <u>Tab</u> <u>“Drawing”</u></p>	<p><b>TRAP:</b> When the participant is reviewing the ACE, the participant should look at Passport to determine if the correct drawing is referenced in the ACE.</p> <ul style="list-style-type: none"> <li>• Of course, the wrong drawing is referenced in the ACE. It should be 1564-1267.</li> <li>• The participant is required to demonstrate how to find the drawing number in Passport.</li> <li>• The participant is required to demonstrate how to find the drawing in IDEAS and check for postings against the drawing.</li> </ul>
<p>Delivery of <u>Tab</u> <u>“ARGO Information”</u></p>	<p><b>TRAP:</b> When the participant is reviewing the ACE, the participant should look at the information provided by ARGO to ensure the correct numbers were used.</p> <ul style="list-style-type: none"> <li>• Provide the information in this tab when prompted by the participant.</li> </ul> <p>Note: This information has been assigned a fictitious VETIP number.</p>
<p>Delivery of <u>Tab</u> <u>“Calculation”</u></p>	<p><b>TRAP:</b> When the participant is reviewing the ACE, the participant should look at calculation ECM92-036 to confirm that allowable running load of valve SI-401A is 2500 lbs.</p> <p><b>TRAP:</b> When the participant is reviewing the ACE, the participant should look at calculation ECM92-036 to confirm that there is enough margin to accommodate the new proposed running load of 5314 lbs.</p> <ul style="list-style-type: none"> <li>• Tell the participant that they have demonstrated a good questioning attitude, and for the purpose of this workshop</li> </ul>

<p>Delivery of <b>Tab</b> <b>“Calculation”</b> <b>(cont’d)</b></p>	<p>this has been confirmed.</p> <p>The participant is required to demonstrate how to find the calculation in IDEAS and check for postings against the calculation.</p> <p>There is one posting against this calculation. For the purpose of this workshop tell the participant that this DRN does not affect the running load of valve SI-401A.</p>
<p><b>Problem Statement</b></p>	<p><b>TRAP:</b> The participant should realize that the problem statement is incorrect. Only the first sentence is required. The other sentences do not describe the problem.</p>
<p><b>Extent of Condition</b></p>	<p>The participant should demonstrate the capability of determining if other valves have had serious packing leaks.</p> <ul style="list-style-type: none"> <li>• The participant has to know how to use PCRS for this task.</li> <li>• <b>An actual search does not have to be performed.</b></li> <li>• For the purpose of this workshop, valve SI-401B is the only valve identified in the extent of condition.</li> <li>• <b>TRAP:</b> An explanation should be provided why valve SI-401B is listed in the extent of Condition.</li> <li>• <b>TRAP:</b> The participant should question if a CR was generated for the repetitive packing leaks of SI-401B. A CR should have been written.</li> </ul>
<p><b>Corrective Actions</b></p>	<p>For the purpose of this workshop, the participant is not required to look up the work order or ER listed. (They are not fictitious.)</p> <p><b>TRAPS:</b></p> <ol style="list-style-type: none"> <li>1. <b>CA 2.</b> Mechanical Engineering should be assigned this corrective action.</li> <li>2. <b>CA 3.</b> Mechanical Maintenance should be assigned this corrective action.</li> <li>3. <b>CA 4.</b> This torque was determined during Refuel 9. However, it is not incorrect to leave this as an action.</li> <li>4. <b>CA 5.</b> This action was not the apparent cause and therefore should not be performed.</li> <li>5. Per EN-LI-102, the CA 2, CA 4, and CA 5 should be performed within 180 days from CR categorizations and a CA 3 would require approval from GMPO, Director, or Site VP.</li> </ol>

<p><b>Information for Proctors</b></p>	<p>The proctor is required to document the tools used during this exercise by answering the questions on <b>the Human Performance Observation Card</b> located <u>in front of Tab Apparent Cause Evaluation</u>. Once the workshop is complete, the proctor should give a post job briefing using this card.</p> <p>The proctor is to retain the Observation Card and send it to Maria Rosa Gutierrez (Ext. 6219). These cards will be sent to training for documentation that this workshop has been completed.</p> <p>If the participant did not request a pre-job briefing, then the proctor should explain to the participant what a Pre-Job Brief entails using the <b>Pre-Job Brief Checklist</b> located in <u>Pre-Job Brief</u>.</p> <p>Provide a training comment sheet to each participant and have them complete it. Send the comment sheet to Maria Rosa Gutierrez (Ext. 6219).</p> <p><b>Ask the student not to inform others of the scenario and the traps set up in the workshop. We would like everyone to learn from this exercise.</b></p> <p>As you run this workshop, if you find ways to improve it please notify the facilitator of the workshop.</p>
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