

## EFFECTIVE ROOT CAUSE ANALYSIS

### ADDRESSING THE HUMAN AND ORGANISATIONAL FACTORS FOR EFFECTIVE RESOLVING CORRECTIVE ACTIONS

25<sup>th</sup> – 27<sup>st</sup> October 2022, Borssele, The Netherlands

**The Workshop is organised by WANO Paris Centre in collaboration with Borssele NPP.**

#### Background

Root cause analysis (RCA) is a systematic process to identify “root causes” of events and to address them. This covers technical, organization and behavioral causes. The in-depth and correct identification of these aspects is key to ensure management effectiveness.

The experience from WANO missions showed that the Human and Organizational Factors (HOF) are insufficiently taken into account in the RCA. Ignorance of ‘human factors’, not questioning the reason for the Human behaviors, and missing experience in interview technique has resulted in incomplete RCA. HOF is not systematically integrated in the Safety Management System contributing to unspecific and delayed investigation. It is late visible that improvement measures are neither effective nor sustainable. This increase the risk that failures occur again. After that, the analysis starts again and contribute to ineffective management of the organization.

#### Objectives

The main objective of this work shop is to deliver the participants knowledge and confidence to apply the required depth of attention related to HOF in the RCA. It should give an understanding how to perform the interviews and how the integration of HOF in the Safety Management System can facilitate the investigation. The workshop will share experience also from other industries and deliver proposals to enhance solutions effectiveness.

#### Topics

The workshop focuses on HOF when performing a RCA, the integration of HOF in the safety management system and the effective implementation of solutions. It covers the following:

- The basic tools: How do you choose the right tools to analyse the appropriate events (screening, event causal factor charts, 5 Whys etc.)?
- Investigation in depth for HOF: How do you decide if the RCA is complete and deep enough? Do you ask useful questions and methods?
- Manager effectiveness: How do you define, select and implement the most important actions to ensure that the HOF aspects are addressed?
- Effectiveness of actions: How do you prove if actions are effective and sustainable to avoid repetition?

### Target group

The workshop is open for all WANO PC members who want to effectively use the RCA to continuously improve their organisation. It is aimed at all persons who use the method, want to improve the analysis of HOF, and for those who are responsible for the implementation of continuous improvement solutions at the organisation following the RCA.

Through sharing information, WANO and member presentations, each delegate is asked to take away improvements to adapt and implement at the own station.

Participants will be invited to share their experience in on this topic.

### Pandemic precautions

Necessary precautions to minimise the risk of virus spread will be communicated later according to the Netherlands national, EPZ and WANO policies applicable at the time of the workshop.

### Arrival and Departure

Participants should arrive at the venue before 08:00 on 25<sup>th</sup> October 2022 morning. However, it is advised that participants arrive on the evening before, and there will be a well-come dinner at the hotel Hotel Van der Valk Middelburg on 24<sup>th</sup> October 2022 in the evening.

## INFORMATION

### Workshop / Seminar language

The workshop / seminar language will be **English**.

### Register on-line

Registrations should be completed online before **7<sup>th</sup> October 2022** at the following web address:

[www.wanopariscentreregistrations.com](http://www.wanopariscentreregistrations.com).

A confirmation letter will be sent to each participant following his or her registration. The number of participants is limited to **30**.

### Presentations

Participants are welcome and encouraged to give a 10 minute presentation including own experience. Please, indicate this when

registering. The power-point presentations (in English) need to be sent to WANO Paris Centre organising team by e-mail (details below) by **7<sup>th</sup> October 2022** to ensure timely preparation of the workshop presentation package.

### Venue

The workshop will be held at Hotel Van der Valk Middelburg, The Netherlands

### Accommodation

WANO has made a group reservation at Hotel Van der Valk Middelburg  
Paukenweg 3  
4337 WH Middelburg  
The Netherlands

The hotel is also the workshop venue. The rate is 140,-- EUR per night, which shall be paid by each participant directly at the hotel.

### Transportation

Airports: Amsterdam or Brussels

The transfer options at Amsterdam and Brussels Airport are train, taxi, rental car.

Details can be provided by registration.

### Workshop / Seminar package

There is no workshop package fee. Hosting organisation will cover the costs for the full workshop documentation, refreshments, lunches, and get-together.

### Dress Code

Business Casual

### Cancellation policy

Participants who cannot attend the seminar (after registration), please inform us as soon as possible.

[Late cancellations and 'no-shows' might result in a cancellation fee from the venue. This fee will be charged to the attendee or their Company.](#)

### Organising team

For further information, please, contact the Organising team in WANO Paris Centre:

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