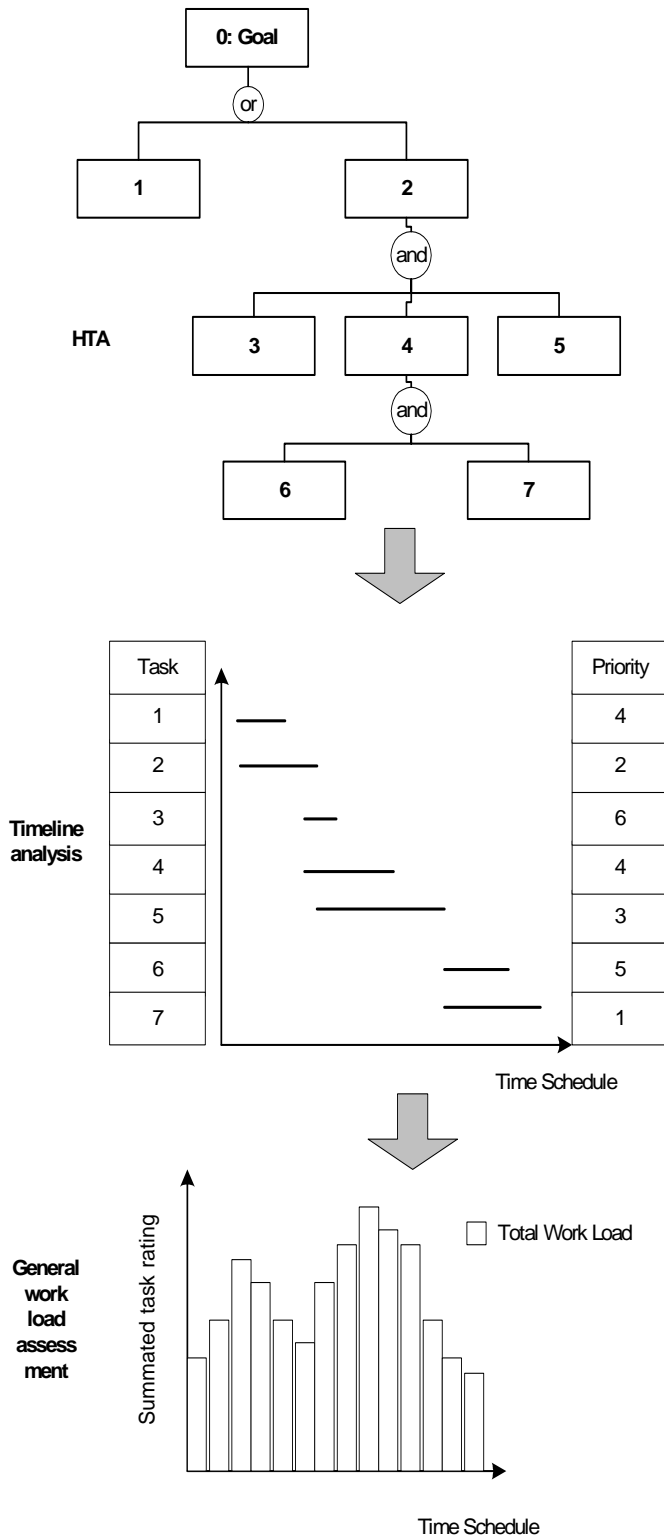


Work load assessment example



Example

A general work load assessment for normal operation should already have been carried out before performing the CRIOP analysis. This work load assessment may have been done by using the following three steps:

1. Hierarchical Task Analysis (HTA),
2. Timeline analysis, and
3. General work load assessment.

Starting with the HTA, this analysis is performed to map all the operator actions which have to be carried out to complete a specified operation or Goal (see Figure 3.5).

The results from the HTA are the basis for the timeline analysis, where the different tasks are scheduled for execution based on a timeline analysis. The different tasks must be scheduled as parallel or sequential activities and each task is to be given a defined priority. By using the timeline analysis as a basis, the general work load assessment can be calculated per team or person. The general work load assessment for normal operation should then be used for evaluating the operators' work load during crisis situations. The analysis group should choose operations which are relevant for the specific crisis situation and then adapt this to the stressful environment and constraints that are typical for crisis situations. *A method for work load assessment for abnormal situations should be chosen and the analysis should be carried out during the Scenario Analysis with experienced operations personnel present.*