





Moving towards global culture of quality in rail

WORKING GROUP ACHIEVEMENTS

Calibration and awarding 90% progress

Conformity Assessment:2020 Quality performance levels launched

Feedback and continuous improvement

> 40% progress Improvements in the IRIS system Monitoring of conformity assessments

Key Performance Indicators (KPIs)

100% finalised Guideline KPIs

Maintenance 100% finalised

Distributors

30% progress

Guideline Special Processes

Special Processes

100% finalised

Certification process for distributors

Communications 30% IRQB communication plan

> **Problem Solving** Not yet started

Updated Problem Solving Guideline

Guideline Customer Perception

Project Management

10% progress Guideline Project Management for SMEs

Small and Medium Enterprises

10% progress

Guideline Project Management for SMEs

2020

Remote Activities 100% finalised Remote audit procedure

Strategical Expansion

To be launched soon





Guideline Maintenance



20% progress

Customer perception

NUMBER OF IRIS CERTIFICATIONS ON RISE DESPITE CRISIS



2018 2019 DB BOMBARDIER **ALSTOM HITACHI** (GHH-BONATRANS KNORR-BREMSE

















