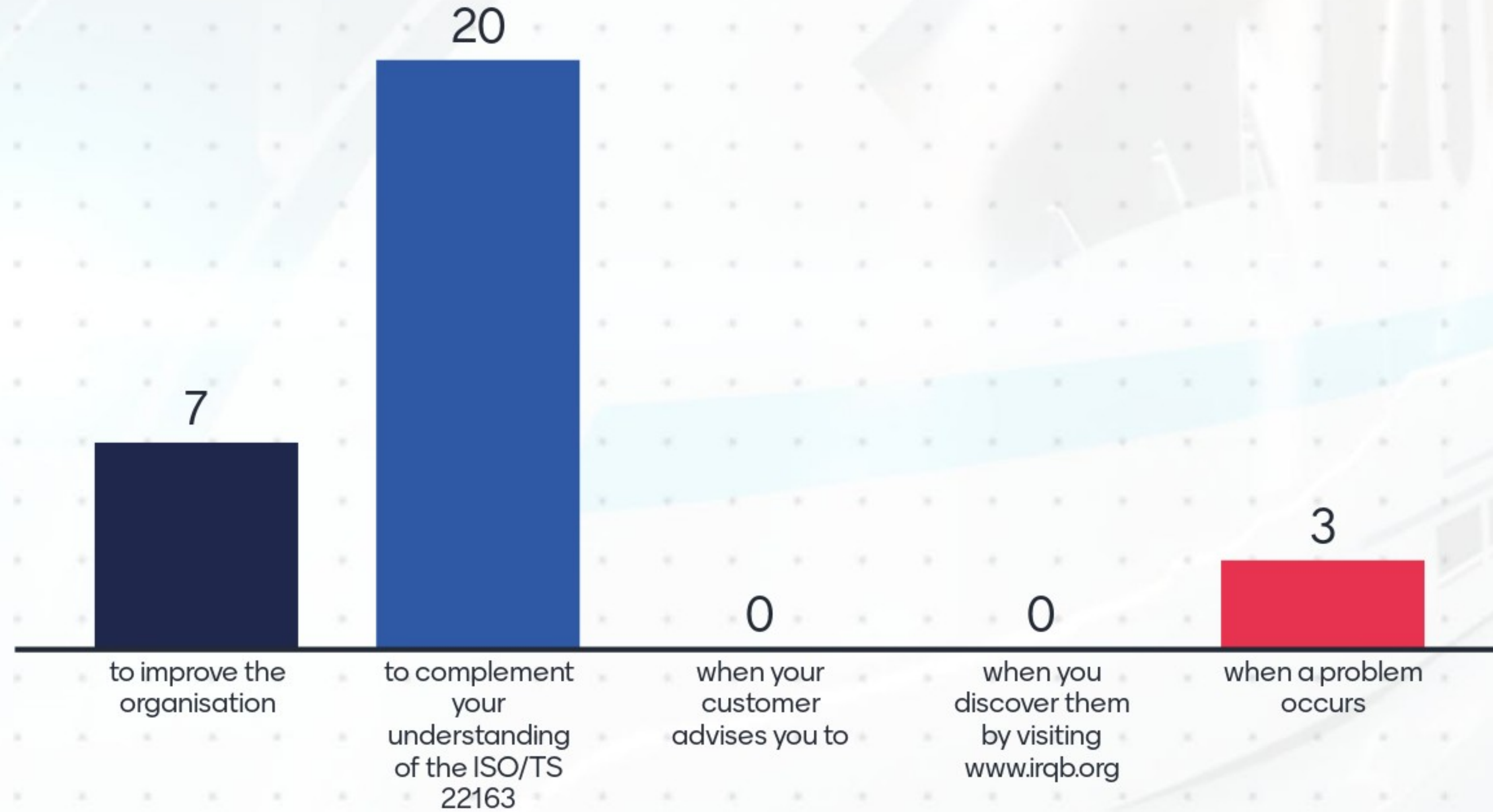


When do you consult an IRIS Guideline?



IRQB – Quality Monthly webinar

IRIS Guidelines

Principles

Bernard Kaufmann

IRQB Coordinator

Welcome to this new IRQB webinar, dedicated to a tool which becomes extremely popular within the rail sector.

➤ IRIS Guidelines

IRIS Certification[®] has started to develop these guidance tools in 2011. It filled a gap in the process of understanding better the requirements in the fields currently covered.

IRIS Guidelines

A large updating work of the first set was engaged in 2020 and new topics were as well defined to express their exact meaning for the rail sector.

Having the right understanding contributes to an efficient application of the standard requirements.

This is about what we aim to convince you today!

Speakers

Our speakers today, all directly involved in some drafting groups will present their views on the topic:

Jana Jung, IRIS Development Manager, UNIFE

Marijke Vandenberghe, Supplier Development Manager, SNCB

Daniel Roth, Quality & Compliance Manager, SBB/CFF/FFS

Artur Tännä, Communications Manager, UNIFE

Principles of the IRIS Guidelines

Topics:

- To select the topics, we take into account:
 - Specific items for the rail sector,
 - Generic elements which needs a specific understanding in the rail sector
 - Difficulties identified during the auditing process,
 - Complex approaches within the management systems
 - Standardized views on applying tools,
 -



Principles of the IRIS Guidelines



- **Content:**
- The structure of the information is standardized.
- There are never requirements in a guideline => no shall
- Good or best practices are the core inputs to be shared
- Application examples are highlighting the statements
- Teamwork among experts is key

Important to know

The guidelines are constantly monitored to implement needed improvements or evolution of the state of art in the rail sector:

- Don't hesitate to communicate your feedbacks
- Please share your experiences

Sometimes, regulations are imposing processes, our guidelines will explain how to implement them better (e.g.: maintenance in Europe)

- We will present you today detailed elements on an already published guideline and on one still under development.



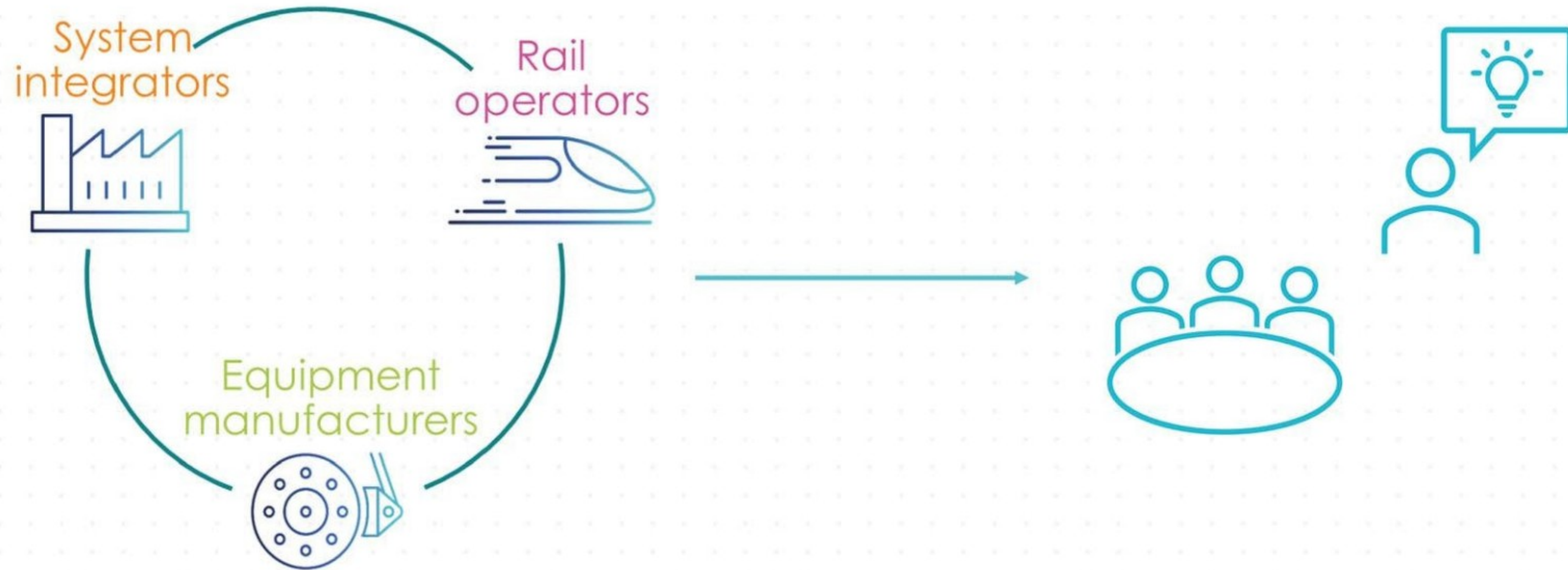
IRIS guidelines are:

1. helping for more clear understanding for:
 1. Companies
 2. Auditors
 3. Customers
2. “reservoir” for new requirements
3. Are developed at sector level
4. Are available on www.irqb.org

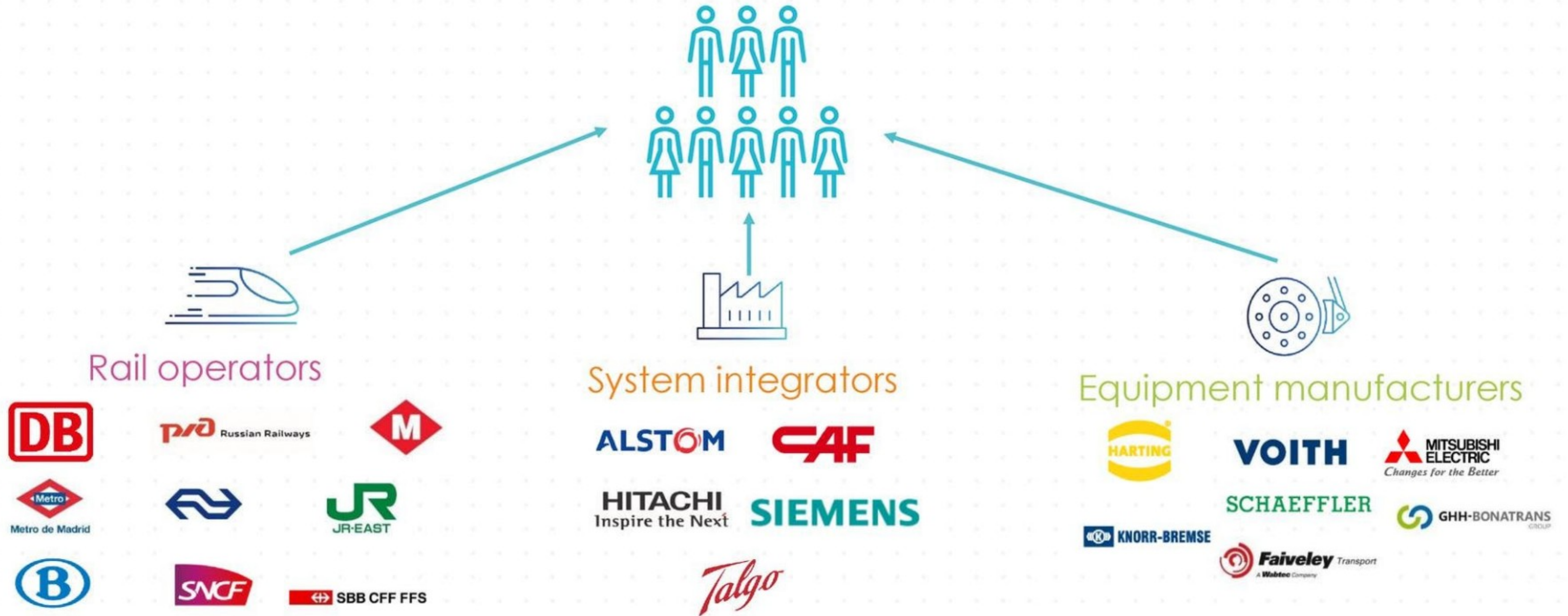


Quality Monthly - The way from an idea to a guideline

The starting point



Setting up a working group



About a guideline



Give advice about
important topics



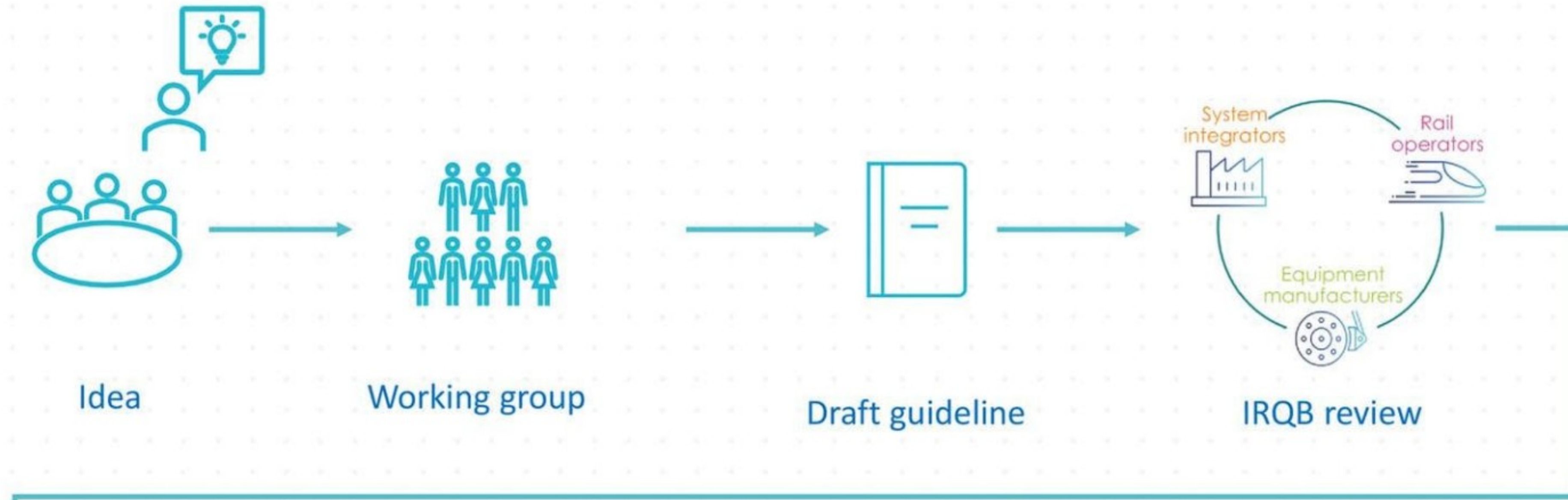
For information and
no additional
requirements



Common structure:

- Introduction
- Purpose of the guideline
- Terms, definitions and abbreviations
- Responsibilities
- Examples

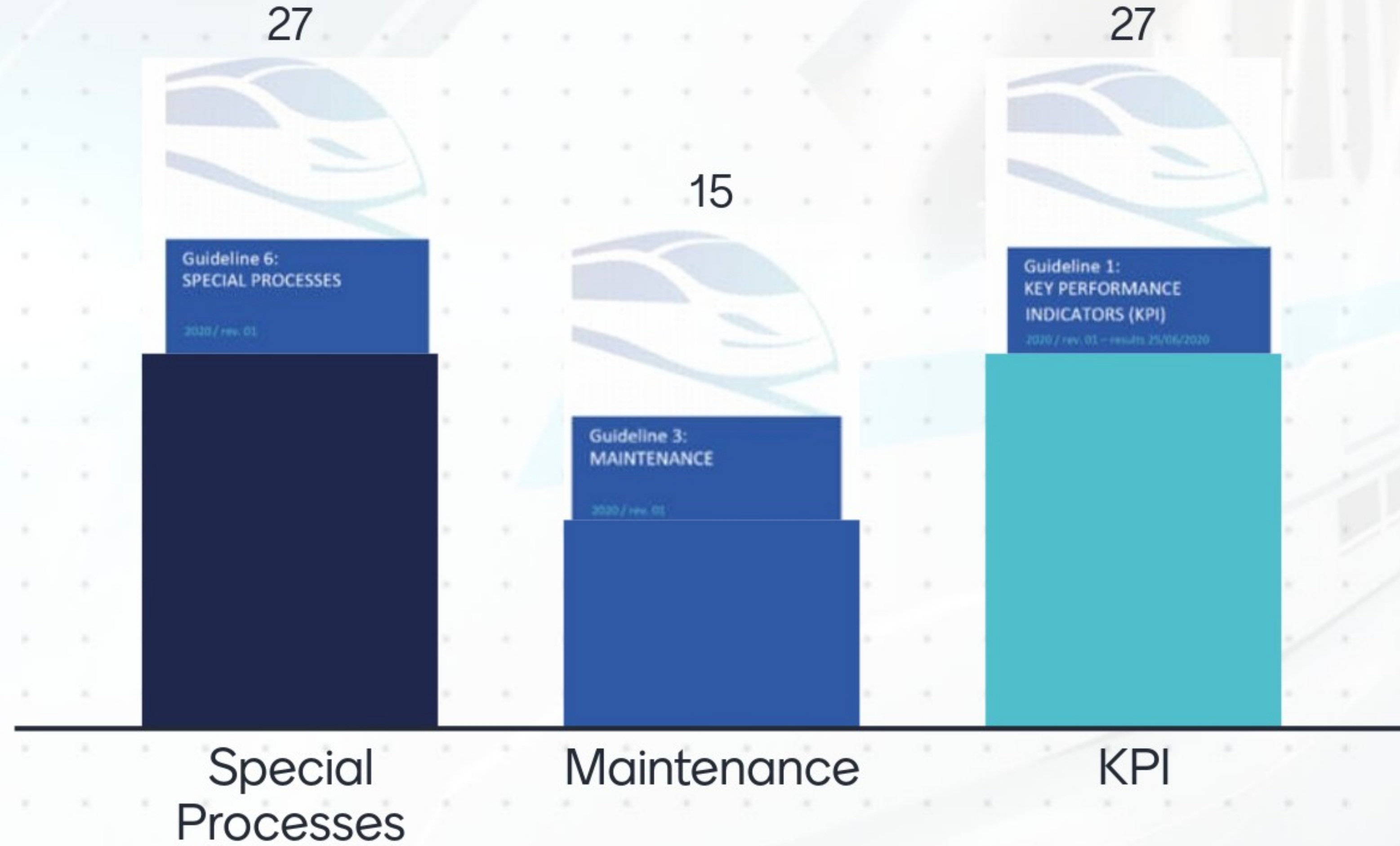
From an idea to a guideline



www.IRQB.org

The screenshot shows the IRQB website interface. At the top, there is a navigation menu with links for 'About', 'IRIS Certification', 'News', 'Events', 'Publications', 'FAQ', and 'Contact'. Below the menu, there is a 'Publications' section and a 'Guidelines' section. The 'Guidelines' section is highlighted and contains three sub-sections: 'Special Processes', 'Maintenance', and 'KPI'. Each sub-section has a corresponding icon and a small IRQB logo.

Which IRIS Guideline(s) have you already read?

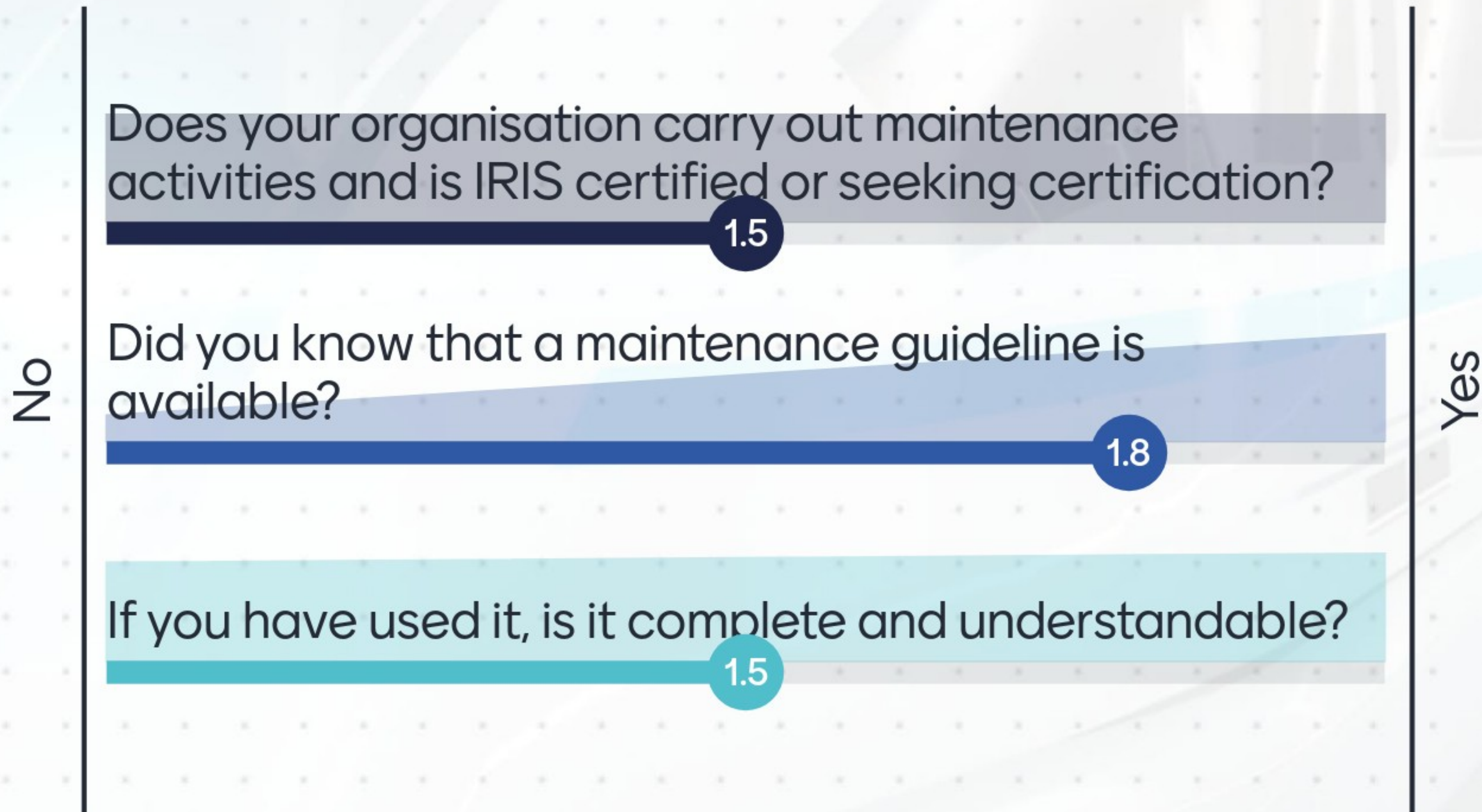


IRIS guideline 3 on «Maintenance»

Daniel Roth
Quality Manager
Rolling Stock Maintenance Dept.
Passenger Services Production



Answer the following questions



No

Yes



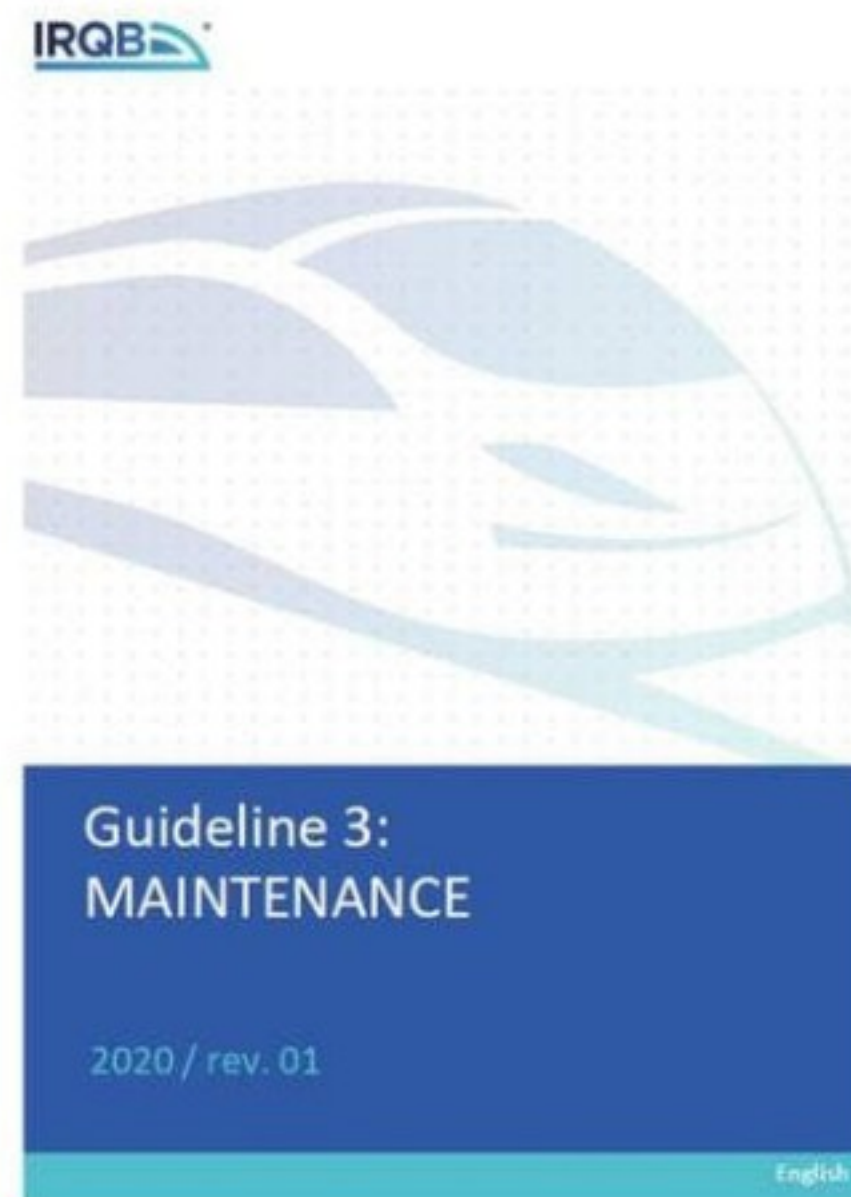
Agenda

1. IRIS Guidelines
2. Topic «Maintenance»
3. Good to know



A guideline supports the organisation seeking for IRIS-certification to understand the requirements and to implement all necessary measures for a successful certification.

Writing a guideline



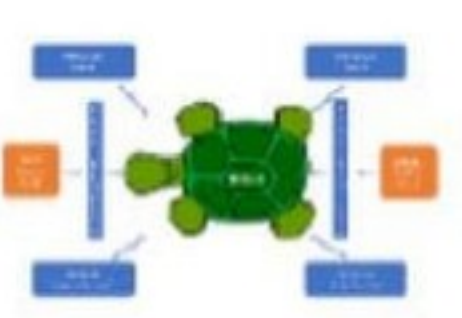




- Working group participants from different sectors
- Basis
 - ISO/TS 22163 (structure and content)
 - IRIS Certification[®] rules:2017
 - IRIS audit results (lowlights)
- Reading ISO/TS from a maintenance perspective
- Terms, definitions, standardisation

Standardisation, Visualisation

For important topics, there are statements on each of the following
(Picture shows the grid of project management)

8.1.3 Project management

Knock-out requirement	Process	Mandatory process for performance evaluation	Key Performance Indicators	Retained documented information
				
Always applicable	Mandatory	Mandatory	Recommended	Mandatory

Maintenance vs. Manufacturing



- IRIS is the International Railway Industry Standard – initially powered by OEM and system integrators.
- Maintenance is/was usually the business of those who run the trains (or some OEM).
- A Rail Operator needs vehicles in a safe state for operation. The main objectives of maintenance are safety and reliability over the whole life cycle of up to 40 years.
- The manufacturer builds new components or vehicles, the maintainer must service them over a long period of time.
- The WG “Guideline Maintenance” faced some problems for explaining the rules for a manufacturer in the maintenance business.



ISO/TS 22163, IRIS Certification® Rules and ECM

- In Europe, the “Entity in Charge of Maintenance” (ECM) has been passed into law. The ECM Regulation prescribes many procedures and requirements for the vehicle maintainer.
- The IRQB Maintenance Guideline Working Group found both the same and additional requirements in ISO/TS and ECM. The team was inspired by ECM and explained the requirements of ISO/TS in such a way that ECM is also covered as far as possible.
- An IRIS certification supports the implementation and maintenance of the validity of an ECM certificate and vice versa.
- In the annex 2 ECM is explained. It contains a comparison between ECM and the IRIS certification rev. 03.

ZERTIFIKAT für die
INSTANDHALTUNGSFUNKTIONEN

zum Nachweis der Zulassung des Instandhaltungssystems innerhalb der Europäischen Union und den Signatarstaaten in Übereinstimmung mit der

DURCHFÜHRUNGSVERORDNUNG (EU) 2019/779 DER KOMMISSION vom 16. Mai 2019

IRIS®
Certification

C E R T I F I C A T E
awarded to

The IRIS Guidelines ...

- help organisations to better understand and implement the requirements set out in the standard.
- do not contain any requirements. They do not form the basis for the audits.
- can be downloaded free of charge on the IRQB website.
- can be used for implementing a Railway Quality Management System, based on ISO 9001, even if no certification of IRIS is planned.
- must be checked for an upgrade when the new ISO 22163 standard will be launched.

Danke
Merci
Grazie
Thank you



Guideline on Customer Perception

Marijke Vandenberghe
Supplier Development Manager



Why this guideline on customer perception?

Capture customer perception to increase customer satisfaction

- Cornerstone of your company's organisation
 - Confidence in your management system
 - Trust in your company
- Revealed by the audit outputs: IRIS certificate & quality performance level

Goal of this guideline

To guide you on how to

- understand the requirements
- apply the requirements
- use customer perception

Understanding the requirements

What is expected ?

- Stakeholder analysis
- Customer feedback
- KPIs related to customer perception

Applying the requirements

How can you manage customer perception ?

- Roles
- Inputs
- Methods
- Outputs
- Timing

Using customer perception

Not only in day-to-day business but also on strategic level

- Improve your products / services
- Improve your processes
- Improve synergies with customers and suppliers
- Improve the supply chain / value chain
- Develop new products and services
- In long term strategic decision making
- In preventive measures
- ...

What other items would you like to see included in the new guideline on customer perception?

rams lcc
example of kpi
customer experience
method to collect
hints for improving
kpi examples
examples for surveys
calculation method
continual improvement
kpi's for requirement maga
interpret
leadership
no customer feedback-good
strategic decisions
guideline of suppliers dev
alternatives to surveys
product safety
examples of cs kpis
examples of analysis
return on investment
survey examples
cp metrics
efficiency
collect
security
nps

IRQB Working Group 09

Leaders

Marijke Vandenberghe (SNCB)

Wiert Kalkwijk (NS)

Members

Fanny Longuet (Alstom)

Iñigo Mancisidor (Talgo)

Roberto Schneider (Siemens)

Tamara Ambroa (CAF)

Volker Buhrmester (DB AG)

Walter Tabone (Hitachi Rail STS)

Waldemar Peters (Harting)

Yasunari Nakajima (East Japan Railway Company)

Publication foreseen for summer 2021

Quality Monthly - IRIS guidelines in preparation



**Guideline 9 :
Small and medium
enterprises**

2021 / DRAFT

English

Small and medium enterprises

Practical advice and examples on topics like:

- Safety/Quality policy
- Business planning
- Contingency planning
- Transfer of processes
- Monitoring and measuring devices
- Process reviews



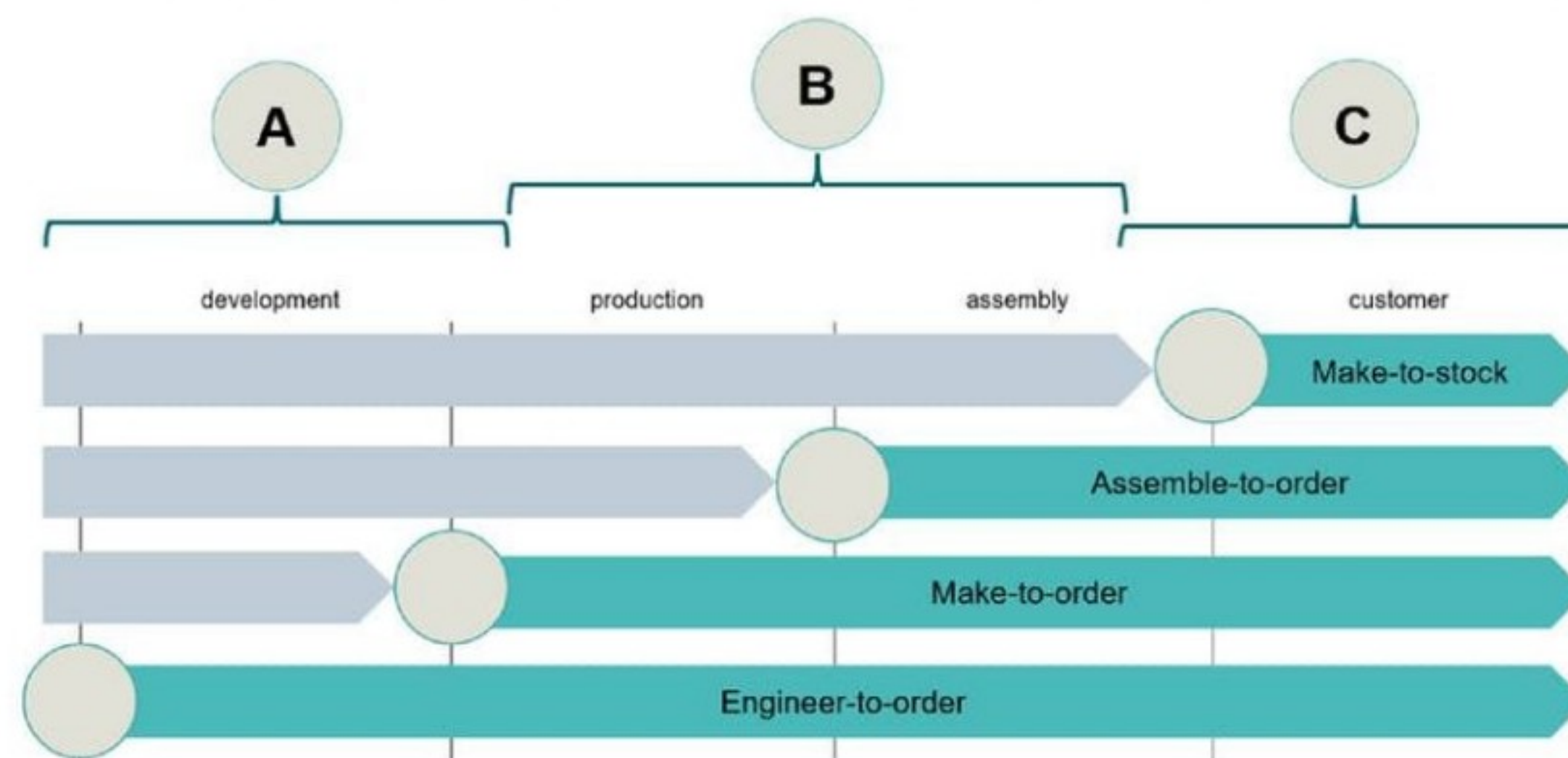
Guideline 10: Project management

2021 / DRAFT

English

Project management

- Clustering of organisational activities in project management
- Allocating of applicable IRIS certification clauses



Communication

Artur Tännä, Communications Manager, UNIFE



Q&A

14 questions
0 upvotes