UNIFE is currently developing several initiatives which will have a huge impact for our near future in the rail industry. Some are new projects like Shift2Rail, some are ongoing ones’ where all our members and the UNIFE staff have to fight daily for the success, so it is with ERTMS or IRIS.

For those activities, it is essential after a period of time to look back and analyze the achievements towards the targets which were defined. Our market is changing, our interests are becoming worldwide and even new countries develop their rail activities.

Especially for IRIS, the acceptance of the necessary cultural change is not yet enough in our minds. Quality remains an output when it deserves to be a strategic and structured system in our organizations.

We still need to improve the satisfaction of our customer by visible improvements. Not by chance, but as the result of our involvement in the daily business. The commitments signed by our Presiding Board in the last months are the cornerstone of these actions. Our focus is clearly the rail supply chain were all stakeholders of the sector –from operators and system integrators, to equipment manufacturers – have to work together to reach our common goal: sustainable Quality for steady growth.

I’m still confident in our final success, moreover when I analyze the results of our communication survey and the very good articles we have again in this issue of the Rail Journal.

Enjoy reading and have a wonderful Christmas time.

Foreword by Philippe Citroën – Director-General of UNIFE

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- IRIS seminar in Poland
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IRIS News

IRIS Seminar in Gdansk Exhibition Center, Poland

As an introduction to the Tracko fair held this week at Gdansk Exhibition Center, SIRTS, the polish rail industry association, organized a conference dedicated to the different certifications necessary in the rail sector.

Currently 43 companies have been awarded with the IRIS certificate and 10 others are in a preparation phase. One of the major issue for the further development is linked to the language.

Therefore, SIRTS and UNIFE worked jointly to finalize an official IRIS Rev 02.1 version of the booklet in polish. Bernard Kaufmann, IRIS General Manager, was proud to present the finalized document and announced the availability for purchase at the official distributors very soon. This is a clear incentive for the local industry to improve its efficiency and highlight the commitment to deserve the expected Quality to its customers.

The conference gathered ~70 attendees who saw the presentation showing the current status of all activities related to IRIS. Marek Pawlik, from the Institute Kolejnictwa, gave some hints to the audience how to implement the requirements in the organizations.

DQS Forum IRIS in Munich

The yearly DQS Forum IRIS took place on November 7th, 2013 in Munich at DB Systemtechnik GmbH. It gathered around 30 attendees from different rail companies, who could exchange about IRIS and safety requirements.

Hans Jahn, DQS – Product Manager, Rail and Transportation and moderator of the Forum, explained the key requirements from the current IRIS version and the link to the coming ISO 9001 version.

Angela de Heymer, IRIS Technical Manager, presented the last information from IRIS and gave an update on the important commitments signed by the UNIFE Presiding Board and also explained the progress of several topical working groups (problem solving, special processes, ...).

Dr. Thomas Erpenbeck, Head of Homologation Management, test centre and expert organization of the hosting site, gave an overview on the legal requirements for products approval and also the requirements for operation and homologation.

In the frame of the Forum, the 100th IRIS Certificate issued by DQS was handed over to the company Nomad Digital GmbH.

Mr. Bernd Opitz, Quality Manager, received the IRIS Certificate and reported about his experience over the last months and confirmed that the IRIS Certificate requirement came originally from a system integrator, in order for the company to be maintained in its supplier panel.

Finally, the participants have the opportunity to visit the DB Systemtechnik GmbH facilities.

IRIS Booklet Rev. 02.1 in Russian launched

During the IRIS Advisory Board (IAB) workshop in Scherbinka, the electronic version of the IRIS Booklet Rev. 02.1 in Russian was launched.

The IRIS Booklet Rev. 02.1 in Russian, as the other available languages, can be purchased exclusively by our distributors (AFNOR BOUTIQUE, BEUTH VERLAG and STANDARTINFORM).
IRIS workshop on first achievements

During the Expo 1520 in Moscow, the IMC (IRIS Management Centre) jointly with the NP-UIRE (Russian Union of Industries of Railway Equipment), organized an IRIS Advisory Board dedicated to a deep analysis on the first achievements with IRIS in the region.

Valentin Gapanovich, NP-UIRE Chairman introduced the meeting by confirming the main achievements and by highlighting some important aspects of the IRIS certification in Russia. He stressed that:
- IRIS must remain a demanding and rigorous Standard,
- IRIS Implementation is a guarantee of being able to deliver good quality products,
- In the selection process, a preference has to be given to IRIS certified suppliers,
- RZD (Russian Railways) will develop incentives for IRIS certified companies,
- Major suppliers will have to be IRIS certified by 2015 (confirmation of a previous statement).

The workshop was composed by three testimonies:
- Oleg Senkovskyi, First deputy head of the Centre for technical audit at RZD,
- Daria Panteleeva, Deputy Head of Business Development at Zeldorremash,
- Ekaterina Bochkareva, IRIS Product Manager at Russian Register,

A round table discussion between the IAB members highlighted some specific. The participants had the opportunity to exchange experienced on audits and IRIS implementation.

Interesting points were noted as potential improvement for the scheme.

IRIS at expo 1520 in Moscow

The 4th edition of the 1520 area fair was held mid of September at the Shcherbinka stage close to the RZD tests track in the suburbs of Moscow. During this major event for the rail sector of the large gauge zone, it was the time for several highlights around IRIS.

The UNIFE Chairman Henri Poupart-Lafarge signed an MoU with Valentin Gapanovich, RZD Vice-President and NP-UIRE Chairman, about the development of the rail transport:
- Promotion of IRIS in Russia
- Harmonisation of technical legislation in rail
- Implementation of innovation in the companies

Later on, 15 IRIS certificates were handed over to the related company heads by the local representative of the Certification Bodies. Valentin Gapanovich and Bernard Kaufmann, IRIS General Manager chaired the ceremony.

In the following conference, a session was dedicated to globalization of rail engineering, where Bernard Kaufmann could present the latest evolution in the scheme as well as show the status and expectation for the local market.

Finally, he presented the new Russian version of the IRIS Rev 02.1 booklet which will be soon available for the stakeholders. IRIS is well recognized in this area and the future development looks very positive as the operator RZD is having high expectations in Quality improvements.
Welcome on board
A warm welcome to our new customers

The IRIS Management Centre is happy to announce that an increasing number of rail suppliers and operators are putting their trust in IRIS.

We welcome on board:

**OCTOBER 2013**
Toyo Denki Seizo K.k., Transportation Business Unit, Yokohama
Jiangyin Giansun Precision Components Co., Ltd.
Shenyang Xinghua Hwa Yick Rail-Traffic Electrical Appliance Co., Ltd.
Construcciones y Auxiliar de Ferrocarriles SA Monticelli Group S.r.l
Elara JSC
Guangzhou Guangleng Huaxu Refrigeration & Air Conditioning Industry Co., Ltd.
Shenzhen JLC Electronics Co., Ltd.
Beijing Beixin Fengyuan Railway Electronic Equipment Co., Ltd.

**SEPTEMBER 2013**
Chelyabinsk Electric Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Zavad sloistych plastikov OOO
Xi’an Railway Transportation Equipment Co., Ltd.
Yekaterinburg Electric Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Ussuriysk Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Zavad metallokonstrukcijy OAO
Xi’an TongDa Railway Equipment Co., Ltd.
Changchun Longrise Railway Equipment Co., Ltd.
Nomad Digital GmbH
Production association “Oktyab” FSUE
Ritm Tver Brake Equipment Production OJSC

**AUGUST 2013**
Wabtec MZT AD
Energy Resource LLC
Nanjing Puzhen Haitong Railway Equipment Co., Ltd.
Astrakhan Diesel Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Novosibirsk Electric Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Zhuzhou Guangyi Electronic Technology Co., Ltd.
Zhuzhou Times Metal Manufacture Co., Ltd.
Moxa Inc.
Orenburg Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Zaklad Wyrobów Metalowych Restal- El bieta Rembiasz
Kristall-Plus Ltd
Sverdlovskiy PRMZ Remputmash JSC Joint Stock Company
Radioavionica Corporation, Joint Stock Company
Ulan-Ude Locomotive & Passenger Car Repair Plant branch of “Zeldorremmash” JSCo
Joint Stock Company Perm engine carrier repairing plant

**JULY 2013**
Zhuzhou Huanji Railway Electronic & Electrical Co., Ltd.
Yaroslavl Electric Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Nuova Comafer S.r.l
Luoyang Zelong Machinery Co., Ltd
Jilin Huaxin Urban Rail Transportation Accessories Co., Ltd
Nanjing Sutie Economy Technology Development Co., Ltd.
Voronezh Diesel Locomotive Repair Plant branch of “Zeldorremmash” JSCo
Industron-Europe SAS
Dicagi Srl
Shandong Langterek Technology Co., Ltd.
Chongqing CAERI Vehicle Transmission manufacturing Co., Ltd.
Medel Elektronik Elektrik Makina Demiryolu Araclari Uretimi Ve Pararlama Sanayi Ve Tic Ltd Sti
Ural locomotives Ltd.
Assan Han L Otomotiv A.S.

**JUNE 2013**
Easyway Company Limited
Interpipe NTRP PJSC
Kryukovsky railway car building works PJSC
Methode Electronics Malta Ltd
Avitas Kompozit Plastik Sab. VE Tic. A.S.
Lehmann Metalltechnik GmbH
Transpnevmatika OAO
Infotech Enterprises Limited
Zhejiang Liebherr Zhongche Transportation Systems Co., LTD.
Amphenol Tuchel Electronics GmbH is a leading provider of connector systems encompassing various markets such as medicine, chip card connectors or transport technologies. Regarding the rail sector, Amphenol Tuchel provides standard products in various designs for rail transport vehicles such as locomotives, wagons, rail cars and goods systems etc. The company also offers connector systems for rail infrastructure and communication technology.

What was Amphenol's main motivation to apply to the IRIS standard?
As Amphenol-Tuchel Electronics GmbH delivers since years high valuable connectors into the world wide industry market, we like to step in directly in the railway connector market and projects. And for that the IRIS Certification is mandatory. Amphenol-Tuchel Electronics Gmbh already owns the Certificate DIN ISO 9001 and TS 16949:2009 and so it is logical that we like to obtain the IRIS Certificate.

Do you think IRIS will have a daily impact or benefit to Amphenol's supplying activities?
As Amphenol-Tuchel Electronics GmbH already works according TS 16949:2009 the impact is not so high but we expect a benefit in getting new customers for railway projects.

How will Amphenol use IRIS? Will it be applied in certain sectors (e.g. rail infrastructure, etc.) or generally?
IRIS will be applied for Heavy Connector Series and for Heavy Connector Cable Assembly as a first step. Maybe other connector series will follow, if it is applicable in railway business.

Why do you think IRIS is of great importance to the rail sector?
Millions of people are using the railway for travelling every day. The technology in railway systems is becoming more complex, so it is necessary that there is a standard for management systems to ensure a safe and comfortable travelling. As well millions of goods are transported by rail, thus it is also important that the customer gets the goods in time.

How do you see your collaboration with IRIS in the next few years? What do you expect of your future experience with IRIS?
As the Heavy mate connectors are used in railway systems for years, we will keep up the certification. We will see the next years how IRIS can help to improve our management systems.

Are there any changes that you would like to see in the coming years, regarding the rail sector’s view on quality? What would be the role of IRIS in this?
Until now we do not have any experiences with quality in the railways sector. With our quality products we are able to strengthen this sector. We believe that companies with IRIS certificate would take much more respect to the reliability and safety of their products.
From the Mailbag
Customer statements about IRIS

Dear IRIS ...  

“The newsletter is a very good communication tool, ensuring that the industry knows what the development of IRIS is.”

“It started from a requirement from customers (AT, BT), ended with the company fully supporting the IRIS culture because of the positive results measured.”
“Regarding design costs, in 2007 the number of REAL D&D hours was 70% more compared to what was calculated in the tender phase. In 2010 it was 20% more, thanks to the implementation of IRIS.” Company/Dellner Couplers

“The newsletter is a good promotional material for IRIS certification. It contributes to the modern philosophy of quality in rail. It helps to get acquainted with professionals and news in the sphere of IRIS.”

“We Believe that IRIS will become the reference in rail. It is composed by industry recognized best practices.”

“I have already attended an IRIS presentation and it was interesting in order to know the certification process and to have a global vision about the standard.”
Bode designs and delivers entry systems for practically any kind of train, be it single or double-panel swinging-sliding doors, for streetcars, underground, commuter and high-speed trains; or, sliding-door systems for local train service. To that extent, one of Bode’s main priorities is smooth operation, as it is essential for any project to succeed. This is why the company is extremely strict on quality requirements: Bode is the only company to be certified in every type of vehicle door system – may it be regarding German and international norms and regulations - and has the certifications to prove it. IRIS is one of the most important.

Bode’s main motivation to apply to the IRIS standard came in “2007 from requests of some of our major customers such as Alstom, BT or Siemens. These customers later required this standard in all new contracts engaged with them”, claims Mr. Kilian. Head of Quality Management Hans-Joachim Kruss adds that since then, “Bode has benefited great value from the IRIS requirements: they allowed Bode to rework some of its processes. In addition, several KPIs (Key Performance Indicator) were introduced and helped on a daily basis to manage our projects. Therefore, IRIS is now applied in the whole range of our project management and the product development process”. Theses projects include maintenance (customer service) as well as supplier management.

“IRIS is now applied in the whole range of our project management and the product development process,” Hans-Joachim Kruss.

Regarding the differences between the rail industry and the automotive industry – as Bode is strongly involved in both -, there are not many similarities between them according to our interviewees: the number of parts needed is not the same, which makes the development process lead times very different. “In our opinion, IRIS is focused on project management whereas TS 16949 is focused on process capability”, says Mr. Kruss.

On a wider scale, Mr. Kilian deems that, despite “IRIS is a customers’ requirement, it is equalizing the different past standards between customers to one standardized system. This is what makes IRIS important” to the rail sector in general. Nevertheless, Mr. Kruss points out that the main focus in the future shall be “to integrate the final customers (such as DB, SNCF, SNCB, SBB, ÖBB) and the homologation authorities (EBA, BAV, TAB) into the IRIS standard”. This to ensure that the development requirements and lead times will be more respected from all participants of the complete development process.

“IRIS is equalizing the past standards between customers to one standardized system,” Harald Kilian.

Lastly, regarding Bode’s collaboration with IRIS in the next few years, managers Harald and Kruss believe that “IRIS may strengthen its influence to our main customers to prevent customer specific system audits in our facility. At this moment, Bode’s customers always require product and process audits in addition to the IRIS audit, but these ones always run very close to the questionnaire of the IRIS standard”.

IRIS at a daily business
Bode Kassel

IRIS seen by Mr. Harald Kilian and Mr. Hans-Joachim Kruss, from Bode Kassel

Messrs. Kilian and Kruss, respectively Sales Manager and Head of Quality Management at Bode Kassel, share their insight on the use made of IRIS by their company, its benefits and its future.
Certification Body’s point of view
RINA Services S.P.A.

Cristina Bianchi, Regulatory Affairs Relations with Regulatory Bodies Certification, expresses her opinion and experience with IRIS.

RINA provides ship classification activities, certification, testing and inspection (TIC Services). RINA is active in several sectors, offering conformity assessment, control and certification services in compliance with national and international standards.

Regarding the transport Industry, RINA proposes interalia, railway certification on railway subsystems and relevant components, Maintenance and Traffic Operation.

What were RINA’s motivations to propose IRIS certification?
Initially, RINA has seen many advantages proposing IRIS certification. First of all, the systematic and guided method for self-assessment and improvement of corporate processes, secondly the greater visibility if offers toward the market and finally, the increased process monitoring which contributes to make the supplied product more reliable and suited to the requirements.

What is the IRIS certification benefit?
"IRIS allows the quality management system to be improved, enabling companies to meet the client’s requirements in an efficient and organized manner. By making use of the questionnaire, it is possible to identify any bottlenecks and/or deficiencies in the Organization which, once removed, allow for a more effective inside and outside management."

Originally, RINA is specialized on the marine sector, why have you decided to cover the rail industry as well?
The competency gained in the marine sector has enabled RINA to progressively diversify its certification services related to management systems, products, plants and personnel. Thanks to constant investments in R&D and training, RINA Services can offer integrated certification services, aimed at enhancing the commitment made by organizations to comply with voluntary and mandatory standards.

Being also a Notified Body on a worldwide level, the IRIS recognition by UNIFE enables RINA to provide a series of additional services to the companies operating in the rolling stock and railway maintenance sector.

Today, how is IRIS certification placed in your environment?
The IRIS market represents a sector niche with enormous possibilities of development on a worldwide level. IRIS strategically enables to provide major companies in this sector (i.e.: Ansaldobreda, ABB, Faiveley, etc) a service integrated with other reference standards and with the possibility to certify sites located also outside Italy, thanks to the presence of many offices all over the world.

What are the Italian specificities regarding this certification?
In Italy, most part of the IRIS certified companies are small and medium sized, with specific structures and roles, but with a number of employees often lower than 40. Several companies execute the maintenance activity and the IRIS standard is an opportunity to check deeply the defined organization.

The specific standard named “COCS 30”, issued by Trenitalia and mandatory to be recognized by Trenitalia itself for maintenance activity on safety components (i.e.: doors, brakes, etc), allows to avoid the certification issued by a "VIS" (Safety Independent Checker), in case the company is already certified according to IRIS standard (based on defined assumptions). (Original text from the COCS 30:..omission..L’obbligo di acquisire la certificazione del proprio SGC da parte di un VIS non sussiste nel caso in cui la ditta appaltatrice sia in possesso di certificazione IRIS...omission). IRIS allows the Italian companies to appear on the foreign market and provide a Made in Italy “image” also abroad.

What are the specific issues that your customers meet?
- Improvement of Project Management (§7.7) process
- Improvement of management system analysis, by monitoring possible non conformities and related corrective/preventive actions.
- Increased specific control of the respect of the client’s requirements during the entire lifecycle of a product
- Further care of the provision of resources in order to meet the client’s requirements and process optimization

Could you identify areas, where rail companies IRIS certified have improved in the last year?
- Project management
- Main check and respect of the client’s requirements
- Respect of the delivery time
- Special processes (further check).

After having deployed the IRIS”product” within RINA’s customers, during six years, Cristina Bianchi will now focus on other subjects in her company. IMC warmly thank her for her dedication and devoted involvement.”

Bernard Kaufmann, IRIS General Manager
Focus on Office & Witness Audit

Office audits & Witness audits: A monitoring program!

Since some years, IRIS implements a monitoring program of the application of IRIS rules, including office audits and witness audits, to improve stakeholder satisfaction.

The proper application of the rules by all IRIS stakeholders is the basis for a sustainable system and the satisfaction of all the stakeholders. This is also key for establishing IRIS on the market and ensuring the right Quality of audits everywhere.

Therefore the IRIS Steering Committee agreed some years ago on the implementation of monitoring program in IRIS, similar to other schemes. This program includes office audits and witness audits.

Office audits to improve audits management

Planning, performance, contractual, application of rules... are the objectives of the office audits. They are performed at the certification body offices by an IMC representative. The number of audits per year is defined according to the number of IRIS certificates issued by the certification body. At least once a year an office audit is performed in one of the offices, where the IRIS processes are running.

The evaluation is based on a standardized questionnaire with maturity levels and topics related to:

- IRIS Strategy,
- Contract management,
- Audit planning,
- Auditor management,
- Official documentation,
- IT management,
- ...

Corrective and improvement actions have to be managed by the certification body in due time and IMC is monitoring the follow up and proper application.

Witness audits to ensure audits quality

Dispatched during the whole year, witness audits are performed worldwide by IMC mandated representatives. The witness audits are planned on a yearly basis and announced around seven days prior to the audit. During a witness audit, the witness auditor checks the application of the IRIS rules “in situ” during an official audit at a rail company. The selected audit can be a certification, surveillance or re-certification audit. Also a Readiness Review can be selected to be witnessed.

The evaluation is based on a standardized questionnaire with maturity levels and topics related to:

- Definition of scopes and IRIS activities and of site extensions/remote location, if available,
- Audit planning,
- Auditor documentation,
- Official documentation,
- Auditor team management,
- Assessment methodology, incl. management of K.O. questions,
- IT management,
- ...

Corrective and improvement actions have to be managed by the certification body in due time and IMC is monitoring the follow up and proper application.

The witness auditor pool consists currently on twelve witness auditors, covering seven languages and acting worldwide. IMC select the witness auditors according to the agreed languages of the audit and the respective competences.

Witness auditors are professionals with long experience in the rail sector nominated by the IRIS members from IRIS Advisory Board. A witness auditor candidate has to participate to the IRIS auditor training and passed the written and oral examination. After that the witness auditor is trained during a six hours training by the IRIS General Manager on the witness audit process and the related rules. He/she complies and signs confidentiality agreements.

Office and witness audits will still be the monitoring program for certification bodies and auditors and the approach will be continuously improved to guarantee the quality of the audits and processes worldwide.
Auditor training

IRIS auditor training secures the same level of knowledge worldwide

The IRIS Management Centre has held the third official IRIS Auditor Training in 2013. The full training and examination sessions have took place in Brussels, from Tuesday 22nd to Friday 25th of October.

Since 2008, IMC is in charge of the IRIS auditor training conducted with own nominated and experienced trainers. Participants to this training are approved candidates (third party auditors) registered by one of the IRIS approved certification bodies.

An accurate approval of candidates

The first step in the process is the approval of the candidates for participation in the IRIS auditor training. Each certification body confirm the required pre-requisites of the candidate to the IMC for validation by the IRIS Auditor Validation Committee (AVC). Pre-requisites are rail experience, auditing experience, English knowledge, CV, ….

After the positive validation of all the pre-requisites by the AVC, the candidate is allowed to participate at the IRIS auditor training. Three weeks before the training, the candidates receive directly from the IMC, the preparation material, to be enable readiness for the training.

Four days of full & intensive training

Each IRIS auditor training is held on four days, basically in Brussels. Participants have worldwide origin from IRIS approved certification bodies. The Trainers get general information and explanations on several topics and realize exercises per groups. The purpose of this training is to give them the keys to succeed at the end of the week the writing and oral exam.

During the training days the candidates get knowledge about:

- IRIS information: structure, history,…
- Requirements for certification bodies and auditors
- IRIS assessment methodology
- IRIS KO questions
- IRIS requirements
- Working sessions in team
- Exercises
- IRIS Audit-Tool: online training, showing the main functionalities and useful hints for auditors

An exam to access the IRIS auditor statute

The training concludes with a written examination and when successfully passed, followed by an oral examination. After positive validation of the exam results by the AVC the candidate will be approved as IRIS Auditor for the specific product scopes according to her/his rail experience.

The IRIS Auditor approval is given for three years, however the auditors have to pass a yearly online test (Yearly Case Study) and perform at least 2 IRIS audits within 12 months.

After the three year a renewal of the approval can be granted by passing an online test (Renewal Case Study) and performing at least 2 IRIS audits within the last 12 months.
A more practical approach of the auditor trainings

Since 2013, the training approach is improved by implementation of several working sessions in teams, followed by presentations from candidates and discussions. This allow the trainers to ensure the right understanding of the IRIS requirements, their application and shared with the candidates their experience and background to ensure the right application during the future audits.

Examples of application and behaviour during audits (process approach, audit planning, ...) and as well feedback from witness audits are integrated in the work sessions.

Furthermore the requirement of a medium level of English language is required to ensure the active participation of the candidates during the discussions and a large benefit from the training.

With this new approach, IMC is convinced that this is a further step on ensuring the high level of knowledge for all IRIS auditors and therefore improve the performance of the audits by giving the right inputs / basic rules to the auditors from the beginning, during the IRIS auditor training.

For more information, please contact angela.deheymer@unife.org

« The evolution of the trainer’s and methodology is a key point for the improvement of the training process. ”

Bernard Latour, IRIS trainer

” It is obvious that IRIS became a very important standardization tool for the Rail sector and apparent that will be more globally used. During IRIS Auditor training, we obtained a very good opportunity to grasp the main focus, expectations and requirements of rail sector deeply, Many thanks to the creator of this training program.”

Aytug Topmese, Bureau Veritas Turkey

” I appreciated the strong railroad skill of the trainers as well as the level of requirement required for the examination. The international character of this training allowed me a real enrichment in the sharing of the experiences with the other participants.”

Pierre-Yves Stoll, AFNOR France
Commitment for the supply chain

The IRIS commitment for the supply chain: a common strategic panel management approach

On June, 12th 2013, during the UNIFE General Assembly, the UNIFE Presiding Board validated the IRIS Commitment for the supply chain, resulting on a proposal by the IRIS working group “Supply chain management”.

In this working group, industry representatives focussed on the consideration of IRIS in the supplier selection process. Its aim was to define a common approach for the targeting of suppliers for IRIS certification, is reflected in the validated commitment and includes:

- Criteria for targeting suppliers, which need to be IRIS certified,
- Consequences in supplier selection process and contractual implications,
- Deployment of the agreed principles.

The core part of the commitment is the following flowchart for definition of IRIS targeted suppliers:
Three common criteria (without priorities) are defined:

- IRIS product scopes: currently 20 product scopes defined in the IRIS Booklet, Annex 1: IRIS scopes of certification
- Strategic relevance / commodity strategy: according to company and its procurement strategy. May differ from one company to the other
- Purchase spent volume: purchase spent volume > 500k€ per year

By evaluating these three criteria with “yes”, the suppliers will be considered as IRIS targeted and an IRIS certification will be required.

“Additional criteria could also be considered for the targeting of IRIS supplier: product criticality, design activities, turnover in the rail sector >30% and supplier performance, which may increase the targeted suppliers,” explains Angela de Heymer, IRIS Technical manager.

Furthermore the commitment also defines consequences for IRIS targeted suppliers not following this request.

After validation of the commitment by the UNIFE Presiding Board members, a broad communication was made by Philippe Citroën, UNIFE General Director, to all UNIFE members and by the IRIS Management Centre (IMC) to the IRIS stakeholders directly and for all interested parties through the IRIS portal.

The IRIS Steering Committee and other UNIFE members are currently preparing the deployment of the commitment internally, within their organization, and externally towards their supply chain. “Adapted communication by the companies towards their suppliers is expected in the next months,” she adds.

The application of the commitment of the rail industry and the commitment for the supply chain will be monitored closely by the UNIFE Presiding Board, reinforcing the consideration of IRIS as a fundamental system for the improvement of the quality in the whole value chain.

**News about IRIS Sub-working groups**

The Technical Forum for Improvement (TFI) is mandated to work on the process and on technical requirements. The current priorities are set on the development of topical guidelines to support the sector. Several Sub-working groups have been established with sector experts, representatives from the IRIS stakeholders, and are progressing.

- **Maintenance**: The guideline was approved and released by the IRIS Advisory Board in June 2013
- **Special processes**: Following a working session with NADCAP (Aerospace initiative for special processes), the Sub working group special processes was launched in June 2013 and started to analyse the current rail situation and defined the rail relevant special processes. During the last two days meeting at GHH GmbH in Oberhausen (Germany), the Sub-working group members, analysed deeper the current IRIS requirements with interfaces to special processes and defined the detailed structure of the future guideline.
- **Problem solving**: The Sub-working group was launched in June 2013. The target is the definition of a common process for the sector. The Sub-working group is progressing and has already defined the process steps and an impact matrix to classify problems according to their impact.

For more information, please contact bernard.kaufmann@unife.org or angela.deheymer@unife.org
Focus on IMC Communication Study

A survey on IRIS Communication to its stakeholders

Last summer, on 22 July 2013, IRIS Management Centre (IMC) sent a questionnaire to its stakeholders: certified companies, certification bodies, auditors; in order to get their point of view on the different IRIS Communication and support material. The purpose of this questionnaire was to have a better understanding on general communication of IRIS and identify if the actual IRIS Communication matches with stakeholders expectations and needs.

IMC would like to thank all its stakeholders who have filled in the questionnaire during summer. 389 questionnaires have been answered, representing more than 20% of the audience, this very significant response permits IMC to adapt and develop its Communication strategy and actions according to its stakeholders expectations.

The questionnaire has been created based on the four following topics:
• the IRIS Portal;
• the IRIS Newsletters;
• IRIS events and
• IRIS in the Press.

Main results

Stakeholders are mostly looking for IRIS news and updates as far as it concerns various communication support. IRIS Portal is visited on a monthly basis by the stakeholders, using it principally as an information source.

94% of stakeholders affirm finding the information they are looking for.

The results concerning the IRIS newsletter are:
• 75% of stakeholders interviewed heard about the IRIS newsletter;
• 62% have read at least one issued edition;
• 61% received the previous edition (Newsletter n°3).

Readers are mostly satisfied of this support and see the newsletter as a good additional information source and promotional material.

The survey also contained some questions regarding the stakeholders active attendance at IRIS events or presentations. It appears that only 19% of companies have ever attended an event on IRIS and 57% of them think that IRIS should focus more on these events. These events are considered from stakeholders as a good opportunity to exchange information between each other and keep up to date.

The last goal of this survey was to better understand the position of IRIS through its stakeholders and media and the results are quite diverse. Half of stakeholders have already seen in the press an article on IRIS and only few of them (14%) have already published an article about IRIS.

We have learned as well that 44% of companies are receiving information on IRIS from their customers, 83% communicate about IRIS toward their customers and 69% to their suppliers.

For conclusion, the first really satisfying and positive observation is the amount of completed questionnaires. IMC retains from it a majority of positive answers, showing a general satisfaction. Moreover, all comments or suggestions made about IRIS communication tools and materials will help to improve the IRIS communication strategy.

Soon a brochure will be available on the IRIS Portal, summarising and presenting the main results of this survey.
IRIS Products

Booklet Rev. 02.1
The IRIS Electronic Booklet is already available in five languages!

One of the IRIS targets is to improve the Quality in the rail sector with strong tools.

The electronic version of the IRIS Booklet Rev.02.1 in Russian language was launched on September 2013 during the IRIS Advisory Board workshop in Russia. Today, the interested stakeholders have the possibility to purchase the IRIS electronic booklet in English, French, Italian, German and Russian languages. Electronic booklet in Polish language will follow soon.

- **AFNOR BOUTIQUE**
  http://www.boutique.afnor.org/
- **BEUTH VERLAG**
  http://www.beuth.de/en/article/iris-revision-02-1
- **STANDARTINFORM**
  http://nd.gostinfo.ru/catalog/unife.aspx

The availability of IRIS booklets in electronic version for all these languages represents an important evolution in the IRIS scheme.

The Spanish and Czech IRIS booklets Rev. 02 are available in paper version.

The links to the distributor’s websites are shown on the IRIS Portal www.iris-rail.org at the Shop area – Booklets.

The five languages can be purchased directly by all distributors.

Audit Tool

The latest update of the Audit-Tool (4.1.0.01) was launched mid of November. This update was needed to consolidate the improvements of the audit report: now the main information are visible on the first page (status of the report: preliminary/final, number of Corrective Actions, deadline to close the Corrective Actions and the Re-Audit needed).

With this update some changes were made in the following areas:
- Update of calculation in audit days calculator
- Improvement of calculation and display of table counting of question per chapter
- Re-implementation of the export of Excel Action Plan for the different version of Microsoft Excel
- The version of number of the Audit-Tool appears now in the header of the Audit-Tool to help the support team to understand quicker the problems encountered by the users.

The release was launched after a phase of deep testing of the calculations and other features to reduce to the minimum the risks of bugs for our users. Nevertheless, the IRIS Management Centre and the Support team are still available to help if you face difficulties using the IRIS Portal or the Audit-Tool.
"Reference date", a clear word for some but a blurred term for others. IMC highlight it in its dictionary.

The reference date is a fixed date, which represents the last day of the certification audit and is registered in the IRIS Portal. This date will not undergo any changes in the future audit history of the company. According to the IRIS rules, the reference date is a central date to be considered for:
- Certificate validity (certificate valid until)
- Validity of the audit
- Closing of Corrective Actions

Following the certification audit, the IRIS rules require "successful passed audit" for all surveillance, re-certification audits and potential upgrade audits. This means the audits shall be passed including the closing of any corrective action latest at the reference date, independent when the respective audit took place. Therefore, companies have to respect this rule by an appropriate planning of the audits in cooperation with the certification bodies and the auditors.

Due the fact that this rule and its implications are applicable since 1st April 2012, for companies certified since more than three years at that time, the reference date can be the:
- Last day of initial certification audit
- Last day of the last certification audit (upgrade audit)
- Last day of certification audit, when the certification cycle was broken (company not certified for a limited period)

Example

The IRIS Management Centre controls the right application through the dates managed in the IRIS Portal. Therefore the IRIS Portal has been improved to make visible for companies and certification bodies the reference date on the top of the respective views, as shown in following example:

IRIS certified company:
Type of audit: Re-certification audit
Last day of Re-certification audit: 05.10.2012
Reference date (Last day of certification audit): 01.12.2009

Company view in the IRIS Portal:

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Date of Audit</th>
<th>Certificate valid until</th>
<th>Certificate valid from</th>
<th>Standard</th>
<th>Company Audit Evaluation Sheet</th>
</tr>
</thead>
</table>

Certification Body view in the IRIS Portal

<table>
<thead>
<tr>
<th>Certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
</tr>
</tbody>
</table>
Maxime Schaub-Crouan, IRIS Technical Coordinator

Last February, Maxime joined the IRIS Management Centre in Brussels to work as Technical Coordinator. He is mainly dedicated to our IT system.

He recently graduated in transport and mobility at the University of Lyon. Before working with IMC, he has been intern working for the city council of a town located near Paris. There he performed an audit on the environmental advisor team. Then, he contributed to studies on mobility planning and transport economy, during a second internship at ARCADIS: a consultancy originally based in the Netherlands but which is today worldwide implemented.

What does a normal working day for IRIS look like?

“I have several daily tasks. First of all, I check every day the questions from users and companies concerning the IRIS Portal and depending on the kind of questions, either I answer directly or I check the answer with our Technical Manager. Some questions are coming regularly, for instance: “What is the procedure for my company to start a certification process? Or “How can I order the IRIS booklet?”. I am also answering users who have an issue with the Portal because they cannot find a feature, etc. However, I am not alone to answer the questions, our IT provider is answering the questions which are linked to internal IT matters (Source code) and our Technical Manager, Angela de Heymer answers specific questions, regarding the standard and its application. Therefore, I have daily discussions with them.”

“In one hand, I am the link between IMC and our IT provider for issues in the system and implementation of new projects. In the other hand I support the companies and the CBs on a daily basis.”

Was this job a challenge for you when you arrived?

“At the beginning, this position represented a challenge for me because it was a new environment and I had to learn a lot of new concepts and to get used to this system. Also, as I am responsible of the reliability of IRIS IT system, I really need to be careful, to organize tests and to take into consideration feedbacks from auditors and other users in order to correct quickly the bugs, etc. This position requires flexibility, as sometimes I need to solve a problem in a very short time otherwise users will be impacted.”

Can you tell us more about the IT transfer?

“The preparation of the IT transfer took place from February until June, when we performed the migration of the IRIS website. Now, after the transfer is done, we are working to improve the time reaction of the support and to improve the preparation of new features to implement in the Audit-Tool and IRIS Portal. Also, we are improving the internal system by refactoring some parts of the source code. This is needed as the IT system was created some years ago: today it’s more mature, but the source code became also more complex in some areas (with the successive evolutions) and it’s necessary to restructure those areas to prevent bugs, and to ease the implementation of new features. The only change for the users of the IRIS Portal and Audit-Tool after the transfer was the phone number of the support which is now in Belgium.”

“We work to provide a quicker answer to the users of the IRIS Portal and Audit-Tool.”

What is your general feeling regarding your work with IRIS?

“I really appreciate the working atmosphere in the team. People are very involved to support the companies and I hope we will continue to convince companies to get IRIS certified.”
Quick Introduction
Agathe Marie, IRIS Communication Intern

Agathe Marie, from France, joined IRIS in April, 2013 as Communication trainee.

Education in Communication
“I am a fresh graduate in Communication. I have chosen this field for the opportunity it gives to work in every sector, for the duality between theory and technical skills that it enables to acquire and for the diversity of tasks and subjects it covers. Moreover, even if this field is still new, external communication plays an important role in the company with regards to its revenues and development, promoting it and focusing on how to reach effectively its audience.”

Work experiences
“I have done five internships in Communication in different kind of structures: newspaper, city hall, small company and international companies. These internships provided me with the opportunity to have a global point of view of this discipline. Moreover, based on these experience I have carried out several surveys and created strategic documents in the field of Communication.”

An internship at IRIS
“After having done four internships in France, I wanted to have a first experience in an international environment and to discover a new sector. This internship allows me to learn a lot about transport and the specificities that it encompasses, such as certifications and the importance of the quality in the railway sector. It is also really interesting to see how to adapt Communication strategy and actions in an industrial and international context, with priorities and action fields really specific.”

Main tasks
“I am in charge of the IRIS newsletter in general, editing the texts and doing the layouts. Moreover, after having done a survey on IRIS Communication, I am working on IRIS Communication strategy, its future orientation and actions.”

Being a student in the last year of her Master in Communication at Lille University (France), this six month internship was included in her studies where she carried out an IRIS Communication survey as a key element to finalise her studies. After having officially graduated, she is now staying for additional six months with the IMC in order to develop IRIS Communication and to apply her Communication knowledge and skills in a European and industrial environment.
**Tasty Figures**

Impressive & Interesting facts from the World of Rail

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**3.5 million**
The number of passengers who travel by train daily in Great Britain, making it one of the busiest railways in Europe.

**3.16 billion**
The number of passengers using the Tokyo subway system, making it the busiest in the world.

**2,293.3 km**
The length of the world’s longest high-speed railway that links Beijing to Guangzhou, in only 8 hours;

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**40%**
The percentage of railway freight out the world’s freight cargo, and that number continues to grow with each year.

**99,732.1 tonnes**
The weight of the world’s heaviest freight train ever operated. The train was assembled and operated by the Australian company BHP Iron Ore.

**7**
The number of signaling systems that a Thalys operated in Belgium, France, Germany and the Netherlands has to adapt to.
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