

International
Railway Industry
Standard

The Quality Rail Journal

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The second edition of the IRIS newsletter Rail Quality Journal will be distributed at InnoTrans 2012, the largest gathering of rail experts worldwide.

It is an opportunity to discover latest innovation in rail, from the smallest component until the biggest locomotive.

The success of each visitor will be measured by the quality of the products on display. Behind every cutting-edge innovation is a diverse organization to control design, production, and testing. We all know that a top quality result cannot be achieved by chance, but through a robust and strictly applied quality process.

This is exactly what IRIS promotes and rewards. A company certified by IRIS is able to fulfill highest quality standards vis-à-vis their customers by simply complying with IRIS requirements. The best practices promoted through the IRIS standard are known to bring excellence to any organization.

IRIS is fully committed to evolve with the needs of a dynamic sector. This month we launched working groups to tackle important issues such as the supply chain management or 2nd party audits. The industry is keen to reinforce its chief quality management tool as the entire sector will benefit from improved quality of products and services.

The community of certified companies is constantly expanding and currently amounts to almost 800 members. InnoTrans is the right place to start thinking about joining the IRIS community.

I wish you a fruitful reading and visit of the fair.



Philippe Citroën
UNIFE Director-General





“IRIS attends International Conference in St. Petersburg”

IRIS has contributed to an international conference organized by Russian Register that took place on 24th and 25th of May in St. Petersburg.

The conference, titled “Improvement of quality and safety of products supplied for railway industry needs, innovation standard for railway industry – IRIS” was also attended by representatives of several operators, such as the Russian Railways, representatives of national and regional authorities, and representatives of Russia and CIS countries.

The main aim of the conference was to share “best practises” in the railway industry. Moreover, the implementation of Business Management Systems in Russian railway engineering enterprises was under discussion.

“International seminar promotes IRIS”

The implementation and certification of the IRIS standard has recently been promoted on a seminar organized by the Silesian University of Technology and IMQ Certification Body. The seminar took place in Poland on the 24th of May.

The seminar was attended by the VP of the Railway transport office, the IRIS Management Centre, representatives of the Polish rail industry organizations, and more important stakeholders.

The seminar left room for an open discussion.

“IRIS welcomes new manager”

Very recently, IRIS has welcomed a new manger to the IMC team; Mrs. Kujtesa Hajredini. Kujtesa has taken over the tasks of former IRIS Manager Nevena Petrova. This new IRIS acquisition seems very motivated about her new challenge: “I am very grateful for this opportunity and I will try to contribute as good as possible in the development of IRIS in regard to my educational background and working experience.”

The IMC is sure that Kujtesa is dedicated to IRIS and its stakeholders – and that she will help continuing the development of IRIS.



IRIS present on UNIFE General Assembly in Copenhagen

Recently, UNIFE organized its yearly General Assembly for its member companies. The General Assembly was organized in Copenhagen and took place from 13 to the 15th of June. Of course, also the IRIS scheme has received the necessary attention.

The first day of the General Assembly was concerned with all the working group meetings. For IRIS, this meant that the Steering Committee meeting, as well as the IRIS Advisory Board meeting could take place.

Apart from organizing the meetings, the IRIS Management Centre has also focused on promoting the IRIS scheme in the rail sector. The former and first edition of this newsletter was widely distributed to the attending public.

Russia puts its trust in IRIS

The Russian rail sector has taken the train towards further quality improvements. This became apparent during the recent seminar organized by Russian Register at the RZD – Russian Railways technical office in St. Petersburg.

Around 100 attendees listened to the opening-speeches given by Mr Valentin Gapanovitch, VP of RZD, and Arkady Vladimirtsev, General Director of Russian Register. RZD again stressed the need of further implementation of the IRIS scheme within the rail industry.

Mr Sergei Palkin, Vice-president of the Russian Association NP-UIRE, reminded that IRIS promotes the best practices of the rail sector. Therefore, he urged the companies to start their actions towards the IRIS certification.

Bernard Kaufmann, IRIS General Manager, presented evidences of quality improvements as a result of IRIS implementation in different companies. Hopes are high that more and more companies in the Russian rail industry will start to enjoy these benefits of IRIS certification.

Russian quality managers join IRIS awareness session

Recently, 19 quality specialists attended yet another IRIS awareness session in Russia, organized by the Russian rail association "NP-UIRE" and conducted by Bernard Kaufmann, IRIS General Manager.

The program of sessions is the key pillar for the implementation of the rail scheme in the local industry. A next session is planned for the end of this year.

"One doesn't discover new lands without consenting to lose sight of the shore for a very long time."

Andre Gide

UNIFE and Russian Railways seal partnership

During the recent "1520 Strategic Partnership, 7th Forum" in Sochi, the Russian Railways and UNIFE sealed further cooperation in technical and standardization fields. Mr. Valentin Gapanovitch, VP of Russian Railways, and Mr. Henri Poupart-Lafarge, Chairman of the UNIFE presiding board, signed a MoU together in this respect.

Moreover, a protocol was signed by the prior mentioned men and Mr. Bernard Kaufmann, IRIS General Manager, concerning the upgrade of the translation of the IRIS booklet, with the intention to make Russian an official language.

Furthermore, UNIFE and IRIS took the opportunity of this conference to present itself to the huge market linked to the 1520 gauge.

IRIS fulfills promises in Québec

Following the official launch of the IRIS scheme during the conference end of January 2012, the Mouvement Québécois de la Qualité (MQQ) organized a first session for quality managers of the province in Montréal on June 6th to 8th.

This session was held in French language, gathered 10 trainees and was performed by Bernard Kaufmann, IRIS General Manager. Other sessions will be needed to further develop the scheme in Canada and North America.

IRIS seminar in Poland proves successful

Around 50 participants, including specialists from the major railway companies in Poland, representatives of the Railway Transport Office in Poland and IRIS Senior Manager Giuseppe Greco, have recently attended an IRIS seminar in Poland.



The seminar, organized by the Department of railway engineering of the Silesian University of Technology and IMQ Certification Body, was filled with topics concerning IRIS. Giuseppe Greco presented the current state of implementation and operation of the IRIS standard, Federico Colombi, representative of IMQ/CSQ Italy Certification Body, explained the certification body's tasks regarding IRIS, and the differences between IRIS and ISO 9001 were outlined by Mr. Piotr Goldzinski, IMQ/CSQ representative.

During the seminar, a Polish translation of the IRIS standard, made by the Department of Railway Engineering, was officially handed over to Giuseppe Greco.

During closure of the seminar, a joint proposal towards IRIS was raised about adopting infrastructure activities in the IRIS scheme.

IRIS round table at UIC HIGHSPEED Philadelphia

From July 11th to 13th 2012, the Rail World met in Philadelphia, USA at the occasion of UIC Highspeed 2012 which combine congress and a trade show.

UNIFE and IRIS were present at this mayor event in order to share experience and targets with already certified companies and to participate in the networking discussions.

IRIS expands team

Since June 1st, 2012, the IRIS Management Centre is glad to count a new member.

Angela de Heymer joined the team in Brussels and will deal specifically with all technical matters related to IRIS. You can reach her at: angela.deheymer@unife.org

Angela will progressively step in her new role and be fully operational after the summer holidays.

We welcome her warmly in the team and wish her a lot of success in her new job.

"Change means avoiding the predictable and known way of doing things which we learn to adjust to."

John Harvey-Jones



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 are happy to welcome on-board:

- GERSYS GmbH; Manufacturer of on-board vehicle control equipment, passenger information systems, and communication systems.
- INGETEAM POWER TECHNOLOGY S.A; Manufacturer of power systems, auxiliary systems, and propulsion equipment.
- Barat SAS; Manufacturer of carbody fittings, interiors, door systems and single railway components.
- Voith Turbo Power Transmission (Shanghai) Co. Ltd; Manufacturer of propulsion equipment.
- Changzhou Qifeng Friction Material Co.,Ltd; Manufacturer of braking systems.
- Kamensk-Uralsky Metallurgical Works J.S.Co KUMZ J.S.Co; Manufacturer of carbody fittings and single railway components.
- Huizhou Biaoding Air Compression Technology Co.,Ltd; Manufacturer of braking systems.
- REO INDUCTIVE COMPONENTS AG, Train Technologies Division ; Manufacturer of power systems and single railway components.
- MTL ASCO RAIL Sp. z o.o; Manufacturer of guidance equipment and rolling stock.
- Qiqihar Railway Rolling Stock Co., Ltd; Manufacturer of carbodies, guidance equipment, braking systems, couplers, and rolling stock.
- Qiqihar Railway Rolling Stock Co., Ltd. Dalian Research & Development Center; Manufacturer of carbodies, guidance equipment, braking systems, couplers and rolling stock.
- TRANTIC SL; Manufacturer of on board vehicle control and passenger information systems.
- MECHABUD Sp. z o.o; Manufacture of guidance equipment.
- Construcciones y Auxiliar de Ferrocarriles, S.A. - Bogies and Vehicles Business Unit SA ; Manufacturer of guidance equipment and rolling stock.
- CCS Schweiz AG; Manufacturer of single railway components.
- Railway Windows Srl; Manufacturer of carbodies, interiors, and door systems.



I keep six honest serving men
(They taught me all I know)
Their names are
What and Why and When
and How and Where and Who.

Rudyard Kipling



Mr. Hans van Mulekom
Nedtrain Strategic Quality Manager

Customer Profile

This section is concerned with IRIS customers, sharing their views on the IRIS scheme and quality in the rail industry in general. This second edition of the Quality Rail Journal contains an interview with Mr. Hans van Mulekom, Strategic Quality Manager at Nedtrain. Due to his important position in this large Dutch maintenance company of railway material, he very directly observes the effects of IRIS implementation – and the quality differences between a supplier that is IRIS certified, and one that isn't. Enjoy the read!

As quality manager of NedTrain, you must have a good view on what IRIS brings to the rail sector. What are the benefits that are apparent to you?

In fact, there are two major benefits:

1. As a certified company, you will have better documented and implemented processes that can fulfill customer needs and requirements regarding preventive processes like industrialization, APQP, etc.
2. No time consuming audit process at suppliers but direct focus on the process development phase, like APQP.

Why do you think IRIS is of importance to the rail sector?

The railway just has to look to automotive and aerospace with standards like ISO/TS16949 and AS9100 and its effectiveness in practice in these branches on (long) term. On long term, product quality delivered to customers will increase.

You are also a member of important committees guiding IRIS. Why have you decided to enter these committees?

When I was asked for that, there was no doubt for me to step in (4 years ago) because I have much affinity with quality management system level. Moreover, I'm convinced that IRIS will strengthen the supply chain regarding product quality delivered to customers.

How is Nedtrain using IRIS? Is it applied in maintenance or in supplier management?

Not in maintenance, at the moment only in supplier management. There is a strong focus on IRIS certification of our suppliers. It is so important for us as customer that e.g. during European tendering potential suppliers get extra bonus points during tendering phase when they are IRIS certified.

Are there any changes 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?

I would like to see that suppliers recognise the importance of changing from corrective to preventive way of working and that the IRIS certification will help in this approach.

"No problem can be solved by the same consciousness that created it."

Albert Einstein

From The Mailbag

Customer statements about IRIS

Dear IRIS...

"The relationship with our customer is easier now and our customers are more confident with us!"

"The implementation of IRIS brought detailed cost measurements and new business opportunities!"



"An external study on customer satisfaction is carried out every 2 years; it is showing very positive feedback!"



"Due to IRIS, we are starting to speak the same language in the rail industry!"



"Our production lead time was initially decreased by 15 percent, much thanks to better controlled project management process. The number of internal nonconformities has dropped with 50 % since the implementation of IRIS. We are discovering many improvement areas that were hidden in the past. In Poland, audits from our customers have decreased from 17 in 2008 to only one in 2010. We think the best indicator to check whether IRIS actually brings improvements is profit and Dellner is today a profitable company."



"As a result of IRIS implementation, we witness improved maturity in production preparation and sourcing. Special processes are stronger now!"

"IRIS helped us to structure the system in the site!"

"We see IRIS as an improvement of the upstream phase!"



"In future, we are sure that the difference between an IRIS certified company and a not certified one shall be visible in the contracts!"

"IRIS is the rail based best practise!"

"Our projects become more complex, but this doesn't translate into more issues!"



"Implementing IRIS has transmitted the right impulses to improve our project management!"

"The IRIS standard's sector "optimized" gives a really good review of "best practices!"



"Quality is never an accident. It is always the result of intelligent effort."

John Ruskin

IRIS in Russia

Russian railways' view on the scheme



This special topic is about the view of the Russian railways on the IRIS scheme. We have had the pleasure to interview Mr. Valentin Gapanovich, senior vice-president of the Russian railways, on his view on the IRIS certification.

Performance improvement is impossible without the introduction of innovation embodied in the new generation of railway vehicles. The new requirements of JSC «Russian Railways» confront the Russian railway engineering enterprises goal, based on the innovative, breakthrough technologies, to reach a higher level of quality of rolling stock with the levels of security, power, exploitation and environmental overhaul, do not concede to the best world analogues.

In essence, the Russian machine-building industry is about to launch a large-scale process with the formation of a universal system of relationships and business schemes. To facilitate this process, the leadership of JSC «Russian Railways» decided to assist to the transport machine-building enterprises in the implementation of the requirements of the International Railway Industry Standard - IRIS as an

effective tool to improve quality and reduce costs.

September 17, 2009 by order N°1943r was approved basic policies of JSC «Russian Railways» in the field of strategic management of quality of products consumed by JSC «Russian Railways». This document sets the terms of implementation IRIS:

- 2010-2011 action plans to implement the requirements of the standard IRIS at the enterprises of railway engineering were to be prepared, and were done.
- 2012-2014 – have to be a transition to the requirements of the standard IRIS and the basic tools of quality.
- Starting with the 2015 are planning to complete the

formation of the strategic management of quality products and give priority in bidding processes of railway equipment and components to the companies certified for compliance with IRIS.

To date, the documentation that is generated for the ordering procedures of JSC «Russian Railways» for the first time contains a provision that provides the advantage of companies that are certified for compliance with IRIS.

At present the implementation of the standard is in underway by more than 70 companies. At the same time a high degree of readiness for certification in 2012 are 15 enterprises. 20 companies are planning to pass the certification procedures in the 2013 and in the 2014 - 40 companies and numerous of the subcontractors.



“Quality means doing it right when no one is looking.”

Henry Ford



Employee Profile

A close-up of IRIS and UNIFE employees



Mrs. Angela de Heymer
IRIS Technical Manager

I'm 44 years old, I was born in Bolivia, South America. I have been living in Germany since more than 25 years. I started to work with IRIS since 2004, at the beginning of the development of the standard. I was closely involved with the team that developed the standard. However, that time I was Bombardier representative in this function and now, I am IRIS technical manager.

I think IRIS is starting a 2nd phase, in the last 6th years we have developed many tools and other elements. Now, we are in the stage where we can push the market and companies to ensure the knowledge and implementation of IRIS in the rail sector. This was the main reason why I wanted to join IRIS, namely to support these activities and see IRIS move in the right direction.

As technical manager, my focus will be on the technical support of

the stakeholders and the clients, to support in any questions they have regarding requirements or certification processes. Also, I will be leading the TFI, which is the working group where we work on getting feedback from the field and work on the future revision of the IRIS standard.

I believe that IRIS is a very good system for the rail industry. Its moving the requirements of the rail industry to a quality mindset; focusing on the preventive part. We need to push this further, in order to maintain railway companies in the market.

IRIS focuses on all customers in the rail industry, this is very important, we as a team should see customers as a first priority to support them in their IRIS implementation, and we should advice and support them with any questions they have. They should also give us feedback, so we can improve the system.

I would like to see IRIS to be widely known in the world, as well as implemented. More companies should benefit from this system, so they can ensure their competitive position. Therefore, IRIS can support as to have a common language in the rail industry.

When I visited UNIFE some years ago, I saw it was a very dynamic team, with a different structure than that I was used to. Here, you get a very good overview of the rail industry. I also think the team is very dynamic and active.

"The quality of a leader is reflected in the standards they set for themselves."

Ray Kroc





Quick Introduction

Introducing the IRIS Management Centre



Bernard Kaufmann
IRIS General Manager



Angela de Heymer
IRIS Technical Manager



Kujtesa Hajredini
IRIS Manager



Marianna Sikorowska
Communications intern



This month another valuable person and employee has left our team. The IRIS Management Center would like to thank for nearly 7 constructive years spent together to IRIS Senior Manager- Mr Giuseppe Greco. Giuseppe will move with his family to Berlin to continue his career as a QMS and Processes Manager at Bombardier.



Education: "Mechanical Engineer with specialization in Energy, Master degree in 2001 in Rome, Italy. Black Belt in Process Excellence/Six Sigma at Johnson&Johnson"

Years at IRIS: "from 03/2006 to 06/2012, more than 6 years: one of the most senior UNIFE employees ever!"

Work before IRIS: "Production Engineer at Janssen-Cilag (Pharmaceutical company, J&J group, LATINA - Italy) from 2002 to 2004 and FANTINI Costruzioni Meccaniche (mechanical construction company, ROME - Italy) from 2004 to 2006."

Why joined IRIS: "Looking for a challenging job linked to QUALITY IMPROVEMENTS abroad and UNIFE offered me this incredible opportunity."

Main task: "Administrating and developing the IRIS Portal, developing the Audit-tool and the database, controlling the Certification Bodies and the auditors, administrating the IRIS Certification scheme globally, training and examining 3rd party auditors against the IRIS scheme, witnessing the Certification Bodies activities, participating in working groups to develop the Standard, building guidelines, issuing Advisories and Corrigenda,..."

Most rewarding about working for IRIS: "To be involved since the very beginning into an ambitious initiative and therefore looking at the IRIS scheme having birth from Certificate number 1 up to nearly 800 Certificates. Feeling the strong involvement and responsibility for the success of the initiative, together with the opportunity to travel around the globe and meet very interesting and competent people."

"The quality of an organization can never exceed the quality of the minds that make it up."

Andre Gide



Tasty Figures

Impressive & Interesting Facts from the World of Rail

- **21 %:** The decrease in CO₂ emissions between 1990 and 2005 realized by the European railways.
- **160 HGV journeys:** The amount of HGV (Heavy Goods Vehicles) journeys that can be removed from UK roads by deploying one of many of the largest UK freight trains.
- **961.230.000.000 km:** The total passenger-km of rail transport per year in China, which places China at the top of the list of total passenger-km.
- **74 hrs and 55 min:** The total time it takes the Himsagar express (from Jammu Tawi to Kanniyakumari) to cover its distance of 3751 km, which makes it the longest railway run in India.
- **833 meters:** The length of the Kharagpur railway platform in India, the longest railway platform in the world.
- **157 years:** The age of the "Fairy Queen," the oldest preserved locomotive in the world, which was built in 1855 and which is currently still in working order in India.
- **67 tracks:** The total number of tracks spread over 2 levels of the Grand Central Terminal in New York City, making it the world's largest railway station.



"Quality, quality, quality: never waver from it, even when you don't see how you can afford to keep it up. When you compromise, you become a commodity and then you die."

Gary Hirshberg



IRIS

Certification
www.iris-rail.org

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