

Service #1 for the rail industry:



## Basic course for IRIS auditors (& IRIS implementer)



### training outline:

In this 4-days basic course you will learn all the essentials about the IRIS certification process, the correct interpretation and understanding of the requirements of IRIS rev.02.1, version 2.4 as well as their specific assessment methodology in a comprehensive manner. You'll get many tips and practical solutions on how to introduce the IRIS standard in your company efficiently. It aims amongst other things to train process-oriented auditing, to practices the correct behaviour of internal auditors and will deepen your new knowledge in numerous exercises. In this crash course internal auditors from the industry will follow the same, if not higher training standards as the auditors of the certification bodies. After written and oral examination participants will get the international recognized certificate of the IRIS Academy. More than 800 Manager from all continents have experienced this course. 98% of them rated this course on "EXCELLENT"-level and recommend this course to others.

### your Trainer: Andreas Heinzmann

- more than 30 years experiences in the rail industry;
- many years head of Quality in Bombardier Transportation,
- Andreas belongs to the founder and was the 1st president of the IRIS Group,
- get actual and firsthand information from a member of the IRIS working group,
- IRIS Future outlook: "IRIS goes ISO" by 2017/2018



### key companies trained:

**BOMBARDIER**  
TRANSPORTATION

**SIEMENS**  
MOBILITY

**ALSTOM** | Transport

**ABB**



downloads: training agenda: <http://www.cc-rail.com/assets/Uploads/IRIS-Academy-Agenda-internal-auditor-course-basic-training.pdf>  
certificate template: <http://www.cc-rail.com/assets/Uploads/IRIS-Academy-Agenda-internal-auditor-course-basic-training.pdf>

schedule: please visit our actual course table, price list, registration template etc. at [www.cc-rail.com/academy](http://www.cc-rail.com/academy)



## Advanced course for IRIS auditors (1st refresher / revalidation)



### training outline:

Even after the basic training, we remain your 1st contact for all IRIS questions. Three years after the basic course we invite you to visit our refresher training. Advanced auditors will upgrade their certificates to IRIS LEAD auditors by participating in this course where we provide new, even more challenging topics such as:

1. changes / updates of the IRIS standard during the last 3 years and forecast on the next developments
2. best practices sharing with focus on the IRIS requirements for project management,
3. KPIs with a special focus on "How to find the RIGHT KPIs," starting with the Balanced Scorecard methodology and ending with an approach to the Cost of Poor Quality-topic, one of the most complex, but enormously useful KPI.
4. many practical exercises.

Participants may upgrade their certificates of the IRIS Academy to IRIS LEAD Auditors. 89% of participants rated this 3-days course on "EXCELLENT"-level and recommend this course to others.

### your Trainer: Andreas Heinzmann

- more than 30 years experiences in the rail industry;
- many years head of Quality in Bombardier Transportation,
- Andreas belongs to the founder and was the 1st president of the IRIS Group,
- get actual and first-hand information from a member of the IRIS working group,
- IRIS Future outlook: "IRIS goes ISO" by 2017/2018



### key companies trained:

**BOMBARDIER**  
TRANSPORTATION

**SIEMENS**  
MOBILITY

**PIXY**  
MOBILE VISUALIZATION

**Ingeteam**

**KNORR**  
**BREMSE**

### downloads:

training agenda: <http://www.cc-rail.com/assets/Uploads/Agenda-IRIS-Auditor-Revalidation-advanced-training-en.pdf>

certificate template: <http://www.cc-rail.com/assets/Uploads/iAR-Auditorenzertifikat-en.pdf>

### schedule:

please visit our actual course table, price list, registration template etc. at [www.cc-rail.com/academy](http://www.cc-rail.com/academy)



## Preparation for the next IRIS revision course



### training outline:

IRIS evolving an ISO standard by mid of 2017, but the transition phase of the EN/ISO 9001:2015 already ends on September 2018. Hence IRIS certified companies remain purely 9 months on their fly to the new IRIS/ISO standard! Reason enough to prepare for the new higher IRIS requirements asap. For this goal, we offer the world's first training courses that lie far ahead of the publication of the new standard. During the 2,5 days events we will develop solutions or suggestions on selected critical topics that you can seamlessly implement immediately after the course.

You will refresh and upgrade your IRIS knowledge in regard of specifically selected topics:

- Approaches to possible further developments of the requirements, (initial knowledge of ISO 9001:2015 is presumed)
- Practical exercises and case studies,
- Workshops for the exchange and discussion of best practices in the railway industry,
- Approaches to selected critical topics that can be implemented immediately after the course, such as process orientation, risk based thinking, risk and opportunity management (business-, project-, process- and product safety risks), Quality Engineering in the development of rail vehicles and their systems, Quality Deficiency Cost, competency management, IRIS supply chain strategy, classification of external providers and provided products and services, project management, special processes in production, commissioning or installation.
- Certificate as IRIS Manager and Auditor (without exam)..

### your Trainer: Andreas Heinzmann

- more than 30 years experiences in the rail industry;
- many years head of Quality in Bombardier Transportation,
- Andreas belongs to the founder and was the 1st president of the IRIS Group,
- get actual and first-hand information from a member of the IRIS working group that prepared the draft submitted to ISO for review,



### key companies trained:



### downloads:

training agenda: <http://www.cc-rail.com/assets/IRISISO-Agenda-en-morning.pdf>

certificate template: <http://www.cc-rail.com/assets/IRIS-ISO-Zertifikat-en-rev01.pdf>

### schedule:

please visit our actual course table, price list, registration template etc. at [www.cc-rail.com/academy](http://www.cc-rail.com/academy)



## Reliability, availability, maintainability and lifecycle cost (RAM/LCC) course



### training outline:

RAM/LCC is becoming more and more important in larger railway tenders, becoming one of the decisive factors in the awarding of contracts. Not achieving agreed RAM / LCC data is often contractually highly penalized. The system integrators have engaged renowned experts in this subject since long ago. But now even operators as well as small and medium-sized companies have recognized that they need to build these skills as well. Those who are not really paying attention to RAM/LCC already in the contract negotiations or underestimate the topic of RAM / LCC during the development phase could end up facing extremely high failure costs.

As usual in the IRIS Academy, we will share our best knowledge first hand with you! In line with our credo “The Best for the Best in the Rail Industry”, we engaged Ulf Kjellsson from Sweden.

### your Trainer: Ulf Kjellsson

- more than 20 years experiences in the rail industry;
- many years head of CoC RAM/LCC at Bombardier,
- get firsthand information from a member of the UNIFE RAM working group,
- globally Ulf is one of “THE” RAM/LCC Gurus in the Rail Industry



### key companies trained:

**BOMBARDIER**  
TRANSPORTATION

**SAR**  
الشركة السعودية للخطوط الحديدية

**DB** Mobility  
Networks  
Logistics  
**DB International GmbH**

**CSR** **MNG**  
RAIL SYSTEM VEHICLES IND. & TRD. CO. LTD.



### downloads:

training agenda:

<http://www.cc-rail.com/assets/Uploads/letter/RAMLCCTrainingAgenda.pdf>

certificate template:

<http://www.cc-rail.com/assets/Uploads/Zertifikat-RAM-LCC.pdf>

### schedule:

please visit our actual course table, price list, registration template etc. at [www.cc-rail.com/academy](http://www.cc-rail.com/academy)



## IRIS project management for the rail industry



manage your risks!

### training outline:

Small and medium sized companies are often simply overwhelmed by the high demands of IRIS project management requirements. We will show you how to initiate projects with the right sense of proportion, how to plan and to carry out projects, including how limited resources should be used efficiently. Through this course you will learn how to meet the requirements of IRIS chapter 7.7 safely, without major additional investments and how to minimize the project risks.

This 4 days course is aimed for project managers and team members from various functions (e.g. project buyer, project controller, project quality manager, etc.). In numerous case studies we will go deep in the problematic of the rail industry. More than 290 managers evaluated this course with 97% satisfaction as extremely useful.

You will get a certificate issued by the IRIS Academy which is well known in the railway industry for its high training standards. If you like to go further after this course, you are ready for  .

### your Trainer: Andreas Heinzmann

- more than 30 years experiences in the rail industry;
- many years head of Quality in Bombardier,
- Andreas was 10 years core team member of various rolling stock and consortium projects,
- get actual and firsthand information from a member of the IRIS working group,
- IRIS Future outlook: "IRIS goes ISO" by 2017/2018



### key companies trained:



EVAC TRAIN



GHH-BONATRANS GROUP



### downloads:

training agenda:

<http://www.cc-rail.com/assets/Uploads/PQM-Agenda-en-4-days.pdf>

certificate template:

<http://www.cc-rail.com/assets/Uploads/PQM-Zertifikat-en-rev01.pdf>

### schedule:

please visit our actual course table, price list, registration template etc. at [www.cc-rail.com/academy](http://www.cc-rail.com/academy)



- a Swiss company -

## IRIS coaching & mentoring



- Business objectives: to achieve compliance with IRIS requirements on a short track; no detours!
- Purpose: to support clients during their preparation activities for an initial IRIS Certification in the most effective and efficient manner.
- Program outline: after an awareness session and intensive discussions about the best way forward we will start with an analysis aimed to identify all gaps to IRIS requirements Rev.02.1. The next step is to establish work packages and to agree on responsibilities, resources and schedule. Depending from the needs, several workshops will be held in order to meet all IRIS requirements. A severe pre-audit will minimize the risk of failure during the certification audit.
- Deliverables:
- all our know-how, proven solutions, best practices and experiences,
  - gap analysis, including Senior Management Awareness Session,
  - preparation and support during gap closure, as needed,
  - support for all administrative issues , e.g. selection of an adequate Certification Body, evaluation of Auditors with the right scope, check of the Certification Contract, etc.,
  - IRIS pre-audit,
  - preparation for the readiness review and certification audit.
- Success rate: 100% passed 1<sup>st</sup> time, no corrective actions;  
(guarantee for free rework in case of corrective actions!)

your Coachs: Andreas Heinzmann & André Hasler

CC-Rail's global training and coaching services are highly recognized and it became the world's leading consulting firm in the niche segment of IRIS Certification.



key customers: contacts for reference purposes s are available.



- downloads:
- ROI calculation of your investment <http://www.cc-rail.com/assets/Business-case-en.xlsx>
  - Coaching process <http://www.cc-rail.com/assets/IRIS-Certification-Process.pdf>
  - White paper <http://www.cc-rail.com/assets/Competitive-Advantages-of-CC-Rail.pdf>

Please ask for an offer! inquiry to: [info@cc-rail.com](mailto:info@cc-rail.com)