



IN DIESER AUSGABE:

WHAT'S NEW IN THE IRIS WORLD?

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Training and Contacts

More than 700 representatives of the rail industry took benefits from our knowledge by participating in an intensive course of the IRIS Academy. Our courses are recommended by 98% of the participants. We offer, for example, an IRIS basic course, where participants get to know everything worth knowing on the IRIS scheme and its practical implementation in just four days. At the same time they will be also trained as IRIS Internal Auditors.

For all already certified auditors, we offer a refresher course for advanced auditors. In addition, special topics, such as RAM / LCC (Reliability, Availability, Maintainability / life cycle costs) are in our academy program as well.

New ... As announced in the last Newsletter, now a new course enriches our IRIS academy program. The 3-days course "**Project Management Quality**" is an intensive training available in German and English language. This training is developed especially for all project-/sub-project manager of the railway industry. It provides the industry-standard methods of project management using challenging case studies and BEST PRACTICES. Another special feature is that this course offers in addition to the usual focus on "time management" and "cost management" a special deepening on the theme "Quality Management".

By visiting our courses you will meet the requirements of IRIS (see IRIS questionnaire 7.7.6-1 and 8.2.2-2) in an optimized way. Presented by renowned experts our courses don't teach new expertise only. They are also at the same time a communication platform for the exchange of proven solutions and very good for making new contacts, because in the "rail world" often representatives of customers and suppliers are sitting on the same table.



Training Calendar 2013/2014

For details of the courses *in English language* please refer to the fact sheets and descriptions of the respective agenda:

date	name of the course	facts	location	agenda
28. - 30.10.2013	Project Management Quality		Berlin	
28. - 30.04.2014	Project Management Quality	link	Berlin	link
27. - 29.10.2014	Project Management Quality		Berlin	
14. - 17.10.2013	RAM/LCC		Berlin	
13. - 16.05.2014	RAM/LCC	link	Berlin	link
07. - 10.10.2014	RAM/LCC		Berlin	
14. - 17.10.2013	Internal IRIS Auditor		Berlin	
13. - 16.05.2014	Internal IRIS Auditor	link	Berlin	link
14. - 17.10.2014	Internal IRIS Auditor		Berlin	
26. - 28.11.2013	Internal IRIS Auditor - 1st Revalidation		Berlin	
26. - 28.05.2014	Internal IRIS Auditor - 1st Revalidation	link	Berlin	link

The courses will be held in centrally located 4* hotels or at customers premises.

For booking please visit our website www.cc-rail.com/academy ("register") or write a short email to info@cc-rail.com.

On the internet you may find also the course fees, updates and additional offers in German language. In the course fees are all costs included, except the hotel accommodation.



IRIS becomes mandatory?

The [UNIFE-Commitment from June 2013](#) puts the thumbscrews to their 70 full members and around 1000 associate members. Is this the end of voluntariness?

Some have not even noticed it, for others it has caused considerable discussion. In any case, we all have to take this commitment of the UNIFE Presiding Board very seriously.

Similar to other industry standards such as ISO TS 16949 or EN 9100, the IRIS certification will now be levied as a duty in the railway industry for certain suppliers.

Accordingly, all rail product manufacturers shall require IRIS Certification from some of their strategic suppliers within a period of 18 months. This affects all strategic supplier with an annual sales > 500 EUR or with requirements in terms of product safety, design responsibility, rail industry sales (> 30%) or high delivery performance.

Otherwise non-certified companies threaten exclusions from future tendering processes or additional, expensive and fully paid system audits by various customers, which are certainly to endure much harder than these of Certification Bodies.

However, this commitment still leaves enough room for interpretation with respect to two issues:

1. What are strategic suppliers?
2. How shall all this be monitored?

Strategic supplier are usually understood as supplier, which were either longer bound by the customer due to their commodity strategy (e.g. preferred suppliers) or provide them with unique products that are difficult to obtain by other seller (monopolist). Therefore it is now the task of all members and especially of an IRIS certified company to define which supplier belong in according to these criteria to the group of strategic suppliers and then to deploy these requirements.

The second question is more difficult to answer. The UNIFE Presiding Board expresses its intention to review the implementation of its commitment in June 2014. But by what means?

Presumably, the Certification Bodies will be asked for support after a transition period. It is quite conceivable that, during an IRIS audit the implementation of these requirements will be reviewed and evaluated. Therefore this issue is difficult to ignore, because it could lead to a future Corrective Action Request and at worst to the loss of its own certificate.

Every company is well advised if it recognizes that also in the railway sector the IRIS standard is put as a prerequisite for doing good business, similar to other sectors (automobiles, aircraft, food, medical, telecommunications, etc.), and is preparing right in time.



Safe towards IRIS certification

International Competence Centre Rail GmbH is a small Swiss consulting company that has specialized in the theme of the IRIS certification. Meanwhile, it is at the leader of this niche segment, customer-oriented, efficient, and knowledgeable in all areas of the IRIS standard. Its training and consulting services complement the portfolio of the IRIS Group by two very important elements.

Good advice does not have to be expensive.

However, what is often very expensive is the lack of competence in your own ranks and the long-lasting search for solutions. International Competence Centre Rail GmbH grants especially to small and medium sized enterprises access to specialized knowledge in the field of IRIS certification and helps them to achieve their goals safely and as inexpensively as possible without any detours. We have already prepared more than 100 considerable companies for the IRIS certification. Every project was a recommendation for the next. Thus, we are confronted daily with the operational reality and can often come up with solutions that have been proven in practice.

IRIS in seven months

With our knowledge we guarantee our customers a competitive edge and protect them from exaggerations. According to UNIFE statistics, the average lead time for the IRIS certification is around 18 months. With us companies create an IRIS conform business management system in just seven months. Thus, we save our customers almost a year, and in addition a lot of internal resources. On average 90 percent of all certifications fail in the first round and have to go through an expensive re-audit due to corrective action requests. All our previous customers have safely passed their certification. Here the consultant can be measured. And so we are not afraid to guarantee "rework" for free, if necessary.

Worthwhile Investment

The investments for IRIS Certification of a medium sized company are estimated at 150.000 EUR. Only if IRIS was introduced properly and sustainably, these investments will return after about two years. By introducing an IRIS compliant management system the costs of poor quality (CoPQ) should fall and business operations shall become more transparent, lean and much more efficient. In the rail industry average the CoPQ are between five and twelve percent of annual sales. Judging from the best, so five percent CoPQ with an annual turnover of 100 million EUR means appalling 5 million EUR loss per year. Even if a company expects only a moderate CoPQ reduction rate of ten percent per year, the benefit in this example is approximately 500,000 EUR annually, a multiple of the original investment.

Why waiting too long with the optimization of your management system? Please challenge us. CC-Rail's team would be very glad to support you.



Why to introduce IRIS?

A Root Cause Analysis by the 5 Why methodology:

Part 1:

1 **Why should my company introduce IRIS?**

2 **to improve your Business Management System ...**

3 Why should we improve our Business Management System?

4 **to reduce the risk of potential failures...**

5 Why should we reduce the risk of potential failures?

6 **1. to prevent failures...**

2. to delight customers...

7 Why should we prevent failures?

Why should we delight customers?

8 **to prevent cost of poor quality...**

to obtain new orders...

9 Why should we prevent cost of poor quality?

Why should we obtain new orders?

10 **to secure your margins...**

to safeguard our sales...

11 Why should we secure our margins and sales?

12 **to secure your work places and to live in prosperity...**

Part 2:

13 **Do we have to be IRIS certified?**

1. no

2. yes, due to your turnover > 500 EUR in the rail industry and... (see UNIFE commitment)

14
15 Why should we do it anyway?

16 **because your competitors do it as well ...**

17 Why do it our competitors?

18 **to strengthen the customers confidence in the quality of their business, especially in tenders, and thus to secure a competitive edge...**

19 Are contracts really awarded in line with these criteria?

20 **no, unfortunately in most of the cases it is still the lowest price ...**

21 And if our price is close to that of the competitor?

22 **then this could be inter alia a decisive factor ...**

23 And if we are much more expensive?

24 **then you must looking for potential savings ...**

25 And where do we start such exercise?

26 **with the implementation of IRIS ...**

27 continue in line 1





SMART requirements

Of course, we can expect our employees to make everything RIGHT THE FIRST TIME. Nevertheless, it is better to build a business management system by SMART REQUIREMENTS, so that nothing can go WRONG.

But that's not enough; we must ensure that all employees adhere to it with rigor through more transparency and accountability.

If we do all this, then what bothers us an IRIS Auditor? Every day he might come unannounced to see exactly WHAT the standard requires:

***A functioning BMS =
risk reduction + continuous improvement!***

However, in many companies the pointless paperwork increases according to the motto "more requirements = more paper." This is an unmistakable sign that the IRIS standard was implemented incorrectly.

By the way, did you know ...

that when you look closely, an IRIS-compliant management system requires in total exactly 78 procedures, process descriptions and records only. But please, the right one!

And how many documents do you have in your company? 150?, 200?, 500?, 1000?, 10,000? There are companies with more than 15.000 business process documents. Aren't they going lost?

If you get our newsletter for the first time and you are interested in previous publications, please go to our [web page](#).

If you don't wish to receive further newsletters, please let us know briefly.

Sincerely,

your CC-Rail team