INTERNATIONAL COMPETENCE CENTRE RAIL GmbH

Welcome to the world of

CC-Rail GmbH – a swiss company

Andreas Heinzmann
Chairman & CEO

+

Andreas Hasler
CEO

International Competence Centre Rail GmbH
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Switzerland

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www.cc-rail.info

CC-Rail: born in September 2009

Our Vision

being the BEST to serve the BEST in the rail sector

Our Mission

As Center of Competence we will invest a significant portion of our time in the development, improvement and dissemination of the IRIS standard and the IRIS Certification Scheme as a whole.

Our global training- and coaching services complement the existing portfolio of the IRIS Group, consisting of standardization and certification, by two important building blocks for the Rail Industry.

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Andreas Heinzmann

Special strength / knowledge in the area of quality, certification, IRIS etc.

- One of three initiators of the IRIS standard and 1st President of the IRIS Group,
- responsible for the content and the successful launch of the IRIS certification system during the UNIFE general assembly in Geneva in 2006,
- from the beginning until today consistently involved in all IRIS revisions,
- one of the 5 core team members that were commissioned to draft the ISO/TS 22163- standard,
- more than 1500 Manager trained and >45 companies (>100'000 employees) were successfully prepared for IRIS certification.

Professional career

- 1976 Masters degree (Dipl.-Ing.) in Electrical Engineering at TU Ilmenau,
- 1981 Institut für Regelungstechnik (development of sender & receiver for glas fiber optical systems),
- 1990 AEG-Westinghouse Berlin > AEG in Hennigsdorf, (Shanghai Metro, BR12X, VT 611/612),
- 1998 head of QHSE in Adtranz's "Light Rail Vehicles" Business Unit in Nuremberg,
- 2000 Bombardier (DWA) as General Manager for Quality & Customer Service,
- 2002 Senior Director Quality at Bombardier Transportation's headquarters,
- > 37 years professional experience > network of suppliers, operators, approval authorities and registrars, also in the automotive, aerospace and food industries,
- 2009 foundation of iCC-Rail GmbH, the global market leader in IRIS training, coaching and mentoring.

CC-Rail's dream team

Our Credo:

Customer-oriented,
efficient,
goal-oriented and
knowledgeable!

Xiuluan SHI:
IRIS Lead Auditor
solely representative of CC-Rail in China

Andre Hasler

IRIS & HSE expert

Andreas Kroenert

RAM/LCC expert

Wolfram Krekeler

Supplier QA - expert

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CC-Rail's success factors

- **Experiences:** More than 45 railway sites around the world were successfully coached in order achieve IRIS Certification without any problems - reliable and with 100% Customer Satisfaction. Each project is a recommendation for the next one!

- **Efficiency:** From the UNIFE statistic: The average lead time for IRIS preparation is 18-19 months. Our average lead time is 7 -12 months depending on available customer resources. So clients save time, plus a lot of internal cost!

- **Competency:** UNIFE statistics: In average 90% of all companies fail the first time and need a re- certification-audit. All our Clients have passed the first time with excellent results!

- **Proven Solutions:** With us, all your improvements will sustain since we tailor all measures in a way that they exactly fit into your existing Business Management System.

- **Guarantee:** If you followed all our recommendations and you did your best, we promise to work until all objectives are fulfilled. Our warranty: We stay with our clients until the IRIS Certification is achieved. If necessary, "Rework" is for free!

- **Learning:** More than 1500 rail business managers visited one of our IRIS Academy programs. They scored our courses in average on 9,8 on a scale of 10 (98% satisfaction).

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We are where **our customers** are

a

*Here you can **download** our **customer list***

Our strengths

1. **IRIS Competence:** The founder of CC-Rail is one of the three initiators of the IRIS standard. He was the first chairman of the IRIS group, and led the development and launch of the IRIS standards. He has also been approved by UNIFE IRIS group as an IRIS Witness Auditor and Lead Auditor (there are only a few world experts who monitor the IRIS certification bodies on behalf of UNIFE). Featured in numerous publications, he is also frequently invited to be a guest speaker at international conferences, such as the SwissRail event in Berne. He has conducted technical examination and approval of both standards and audit questionnaires. CC-Rail employs one additional IRIS senior consultants (Andre Hasler). Both have been working in the field since the IRIS standard was introduced. CC-Rail guarantees firsthand information and correct interpretations of the standard.

2. **IRIS experiences:** CC-Rail consultants have prepared more than 42 sites for the IRIS certification, almost industrial leaders. Its customer base comprises more than 120 global players in the railway industry. CC-Rail's IRIS Academy has trained more than 1250 IRIS experts in Asia, Africa, America, Europe, and the Middle East.

3. **IRIS Practice:** The CC-Rail team has combined more than 120 years of professional experience in management positions with public transport manufacturers. For each IRIS requirement, CC-Rail has at least one proven 'best practice'.

4. **Contacts:** CC-Rail is well connected with all members of the IRIS group and all approved certification bodies. In addition, CC-Rail's newsletters are sent to more than 10,000 rail industry managers and engineers.

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Our strengths

5. **Success rate:** According to UNIFE-statistics, about 90% of all firms fail their first audit, and must endure a re-audit due to non-compliance with certification requirements. CC-Rail's customers have never had to go through a re-audit, having comfortably passed at the first attempt thanks to the company's excellent consultancy services.

6. **Profit for the client:** Customers will only see returns on their investments (such as internal hours, certification costs, consulting fees) if IRIS standards are properly introduced. The standards increase the quality of goods and services, as well as making business processes more transparent, streamlined and efficient. Without the correct experience, local consultants often provide unprofessional advice that needlessly increases paperwork, and fails to include any original ideas or suggestions for improving market-leading companies.

7. **Trustworthiness of our offer:** Customers often face a high number of consultancy days, which require additional internal staff, hours and costs. Not with us! CC-Rail's services are based on proven experience, facts and figures.

8. **Reputation:** Some rail companies have reported bad experiences with consultants. CC-Rail is a world leader in the niche area of IRIS certification who brings own idea and experiences. Its services are moderately priced in comparison with other international consulting companies. The company provides a warranty of all its services; if corrective actions are requested during the certification audit, CC-Rail will support you for free until your Certificate has been achieved.

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Coaching & mentoring process

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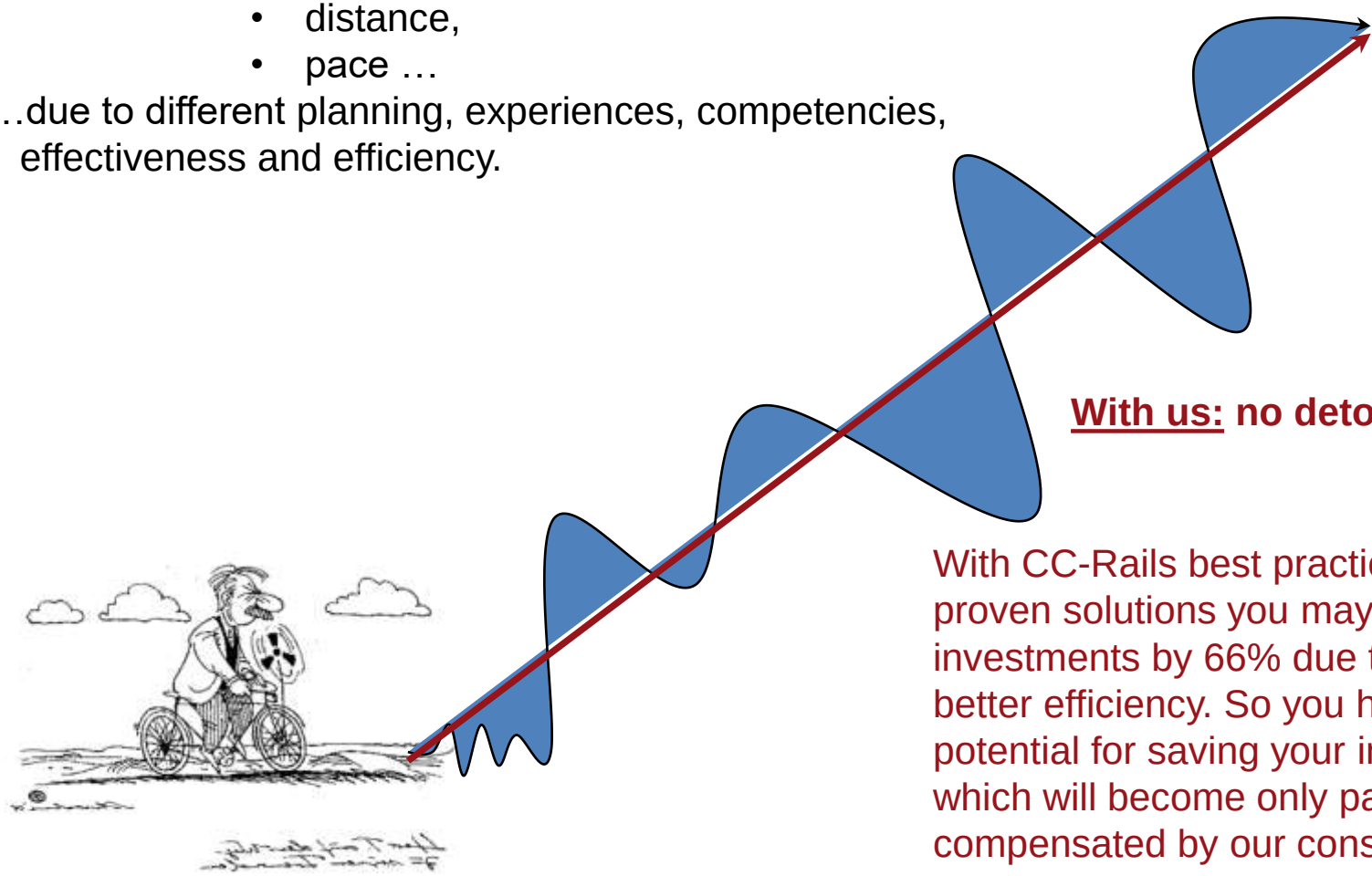
Opportunities for cost savings during IRIS introduction

2 options, different in:

- guidance/direction,
- distance,
- pace …

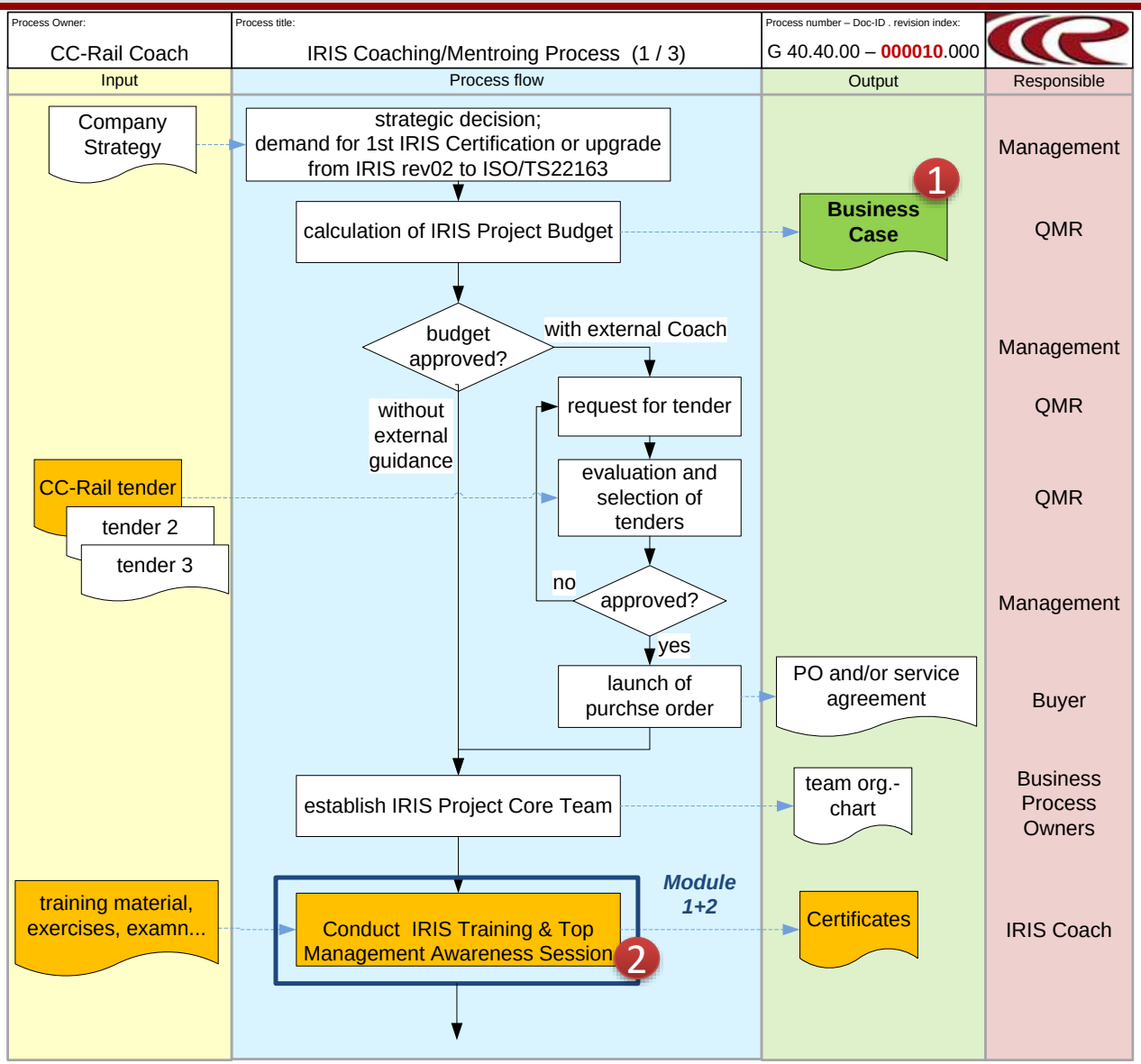
…due to different planning, experiences, competencies, effectiveness and efficiency.



With us: no detours !

With CC-Rails best practices and proven solutions you may reduce your investments by 66% due to much better efficiency. So you have a huge potential for saving your internal cost, which will become only partly compensated by our consultancy fee.

Coaching & mentoring process



Legend:

yellow = CC-Rail services

1 NO detours ! We will guide you on the shortest track…- … more than 60 times successfully done.

With CC-Rails best practices and proven solutions you may reduce your investments by 60% due to much better efficiency. So you have a huge potential for saving your internal cost, which will become only partly compensated by our consultancy fee.

Link to the business case and ROI calculation: http://www.cc-rail.info/en/roi/

2 IRIS in-house training of all process owner (or their representatives) will boost IRIS implementation due to much better understanding of IRIS/ISO requirements (not too less effort, but also no overshooting).

TOP management awareness is key for the success of the IRIS project. The target of this session is to establish a Steering Committee supporting the IRIS core team, e.g. in case of lacking resources, missing commitment etc..

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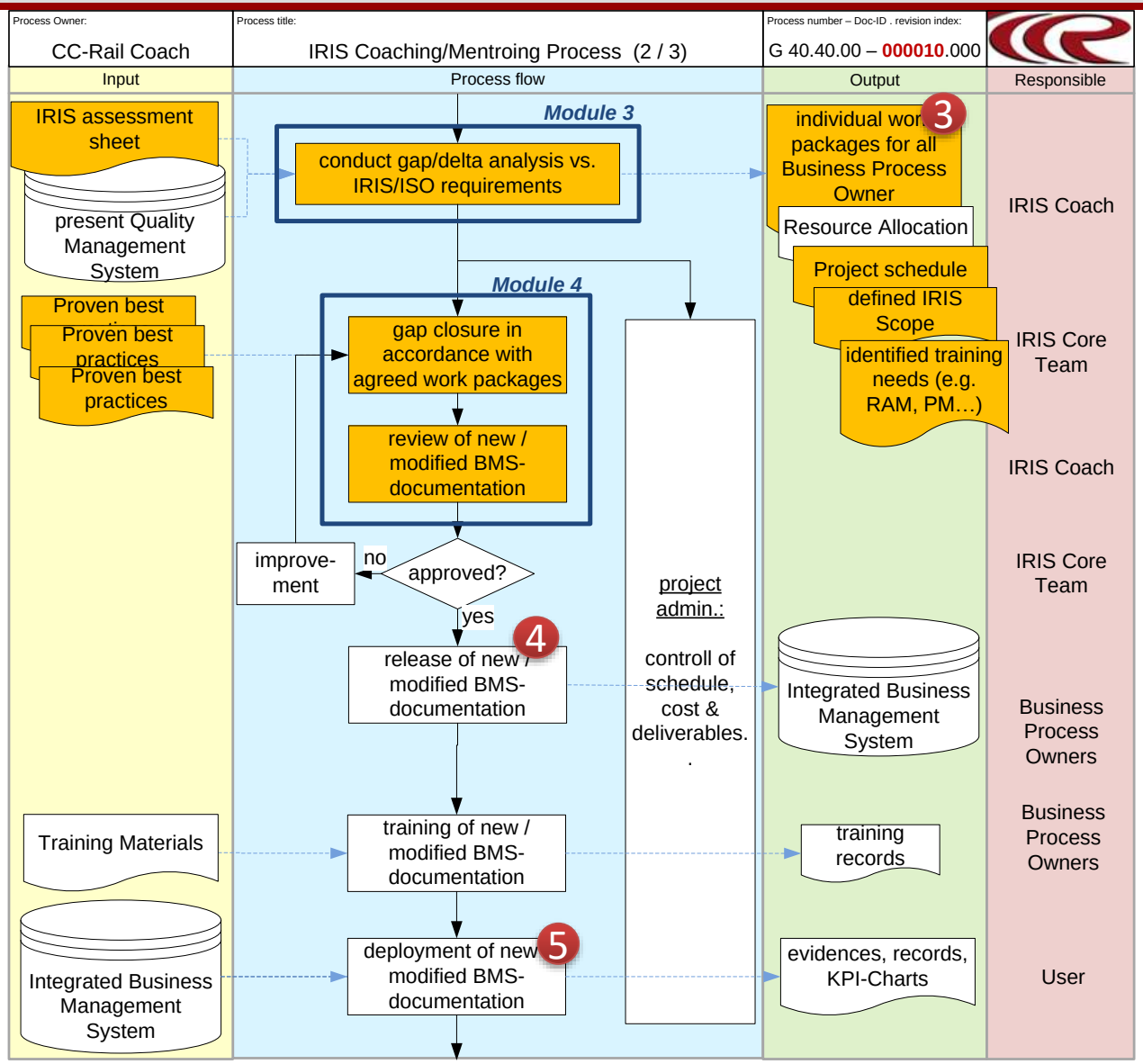
Coaching & mentoring process



3 We will treat this endeavor like a classic Project and apply the same control instruments as in a customer project, incl. tracking of deliverables, schedule and budget.

4 Our objective: the new or modified documentation shall fit seamlessly into the existing Business Management System (BMS)

5 The deployment phase for new or modified processes is minimum 3 months in order to create sufficient evidences for its application.

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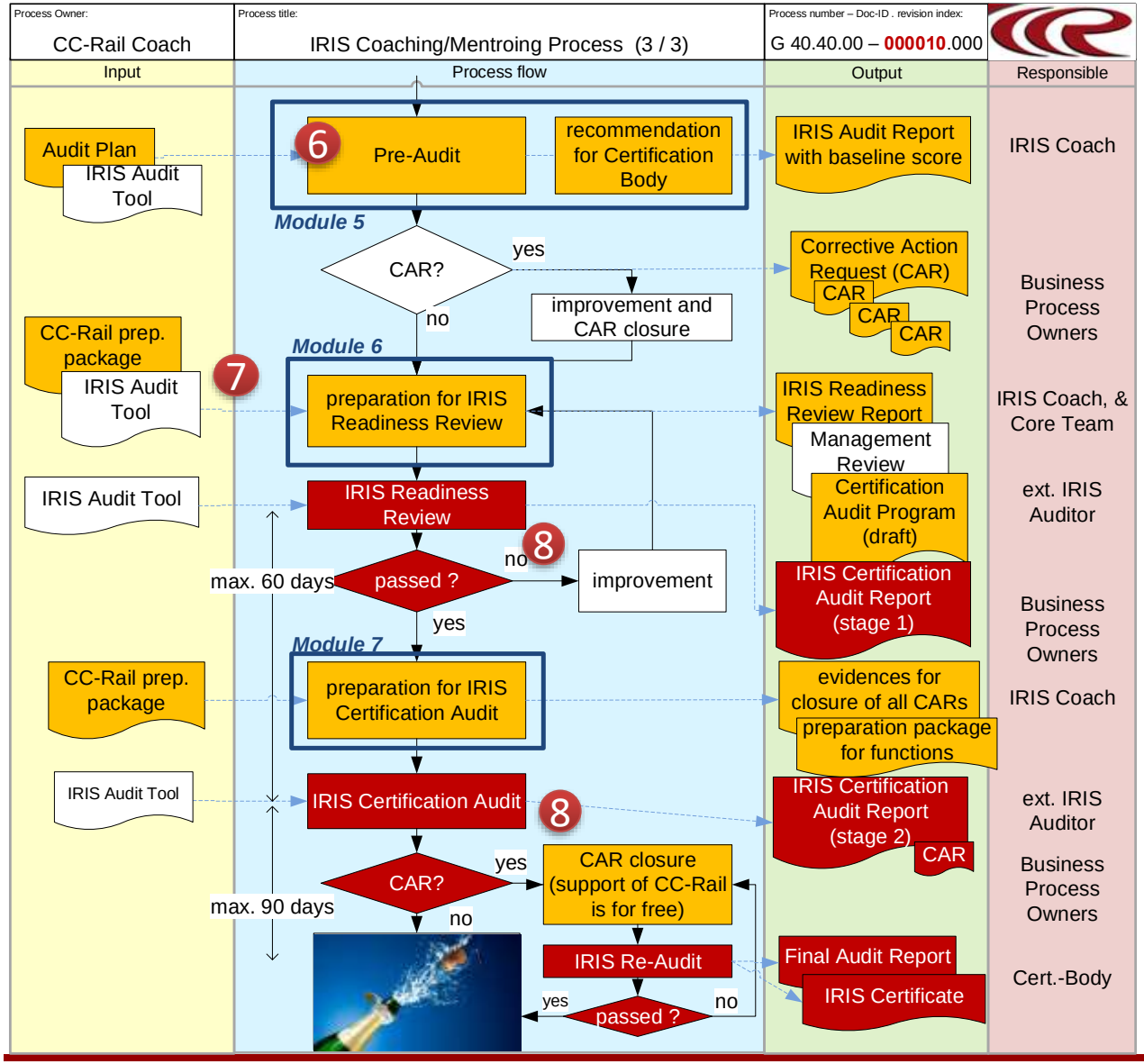
Coaching & mentoring process



Legend:
red = Certification Body services

6 We will conduct a severe pre-audit in order to minimize the risk of failure during the certification audit.

7 Preparation includes:
- preparation of all mandatory and optional (if available) documented information (process flow charts, procedures, KPI descriptions, templates…);
- answering of all relevant KO-questions;
- provision of PEAR and customer perception data,
- final review and provision of organizational charts, manuals (optional), policies, site description with important info for the external auditor
- draft of the certification audit program
- provision of the 100% completed IRIS audit tool based on the pre-audit

8 Not passing the Readiness Review or obtaining Corrective Action Requests during the Certification Audit are no option with us! In the past, our customers had never received any CAR during certification audits.

In accordance with UNIFE statistics: more than 80% of all companies fail the 1st time… and the average lead time is more than 18 months. We cut this lead time by 50% and save so your cost.

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8 Workshops on selected topics

1 Risk Management and Quality Deficiency Cost

(IRIS § 6.1.3, 8.1.3.8, 8.3.1.1-2, 8.5.1.2-2; 9.1.1.1-4)

2 Configuration-& Change Management and Traceability

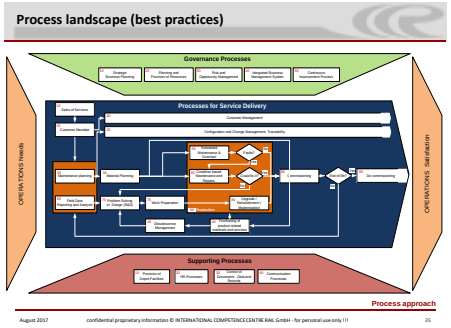
(IRIS § 8.1.4. 8.1.5 + 8.5.2.1)

Please read more details under
http://www.cc-rail.info/wp-content/uploads/2017/09/N-E-W-S-L-E-T-T-E-R-September-en-rev01.pdf

3 Project Management (IRIS § 8.1.3)

4 Requirements Management (IRIS § 8.2)

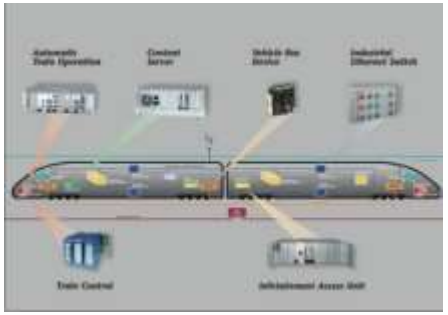
5 Process Landscape and process structure (IRIS § 4.4.3-2)



8 Workshops on selected topics

6 External provided products, processes and services

(IRIS § 8.4)



7 Customer complaint- and repair process

(minimum: during warranty period)

(IRIS § 8.5.5.1)

8 The HIGH SCHOOL for Process Owner

(2 days: seminar, incl. workshop)

(IRIS § 4.4 &. §5.3.2)

IRIS Learning

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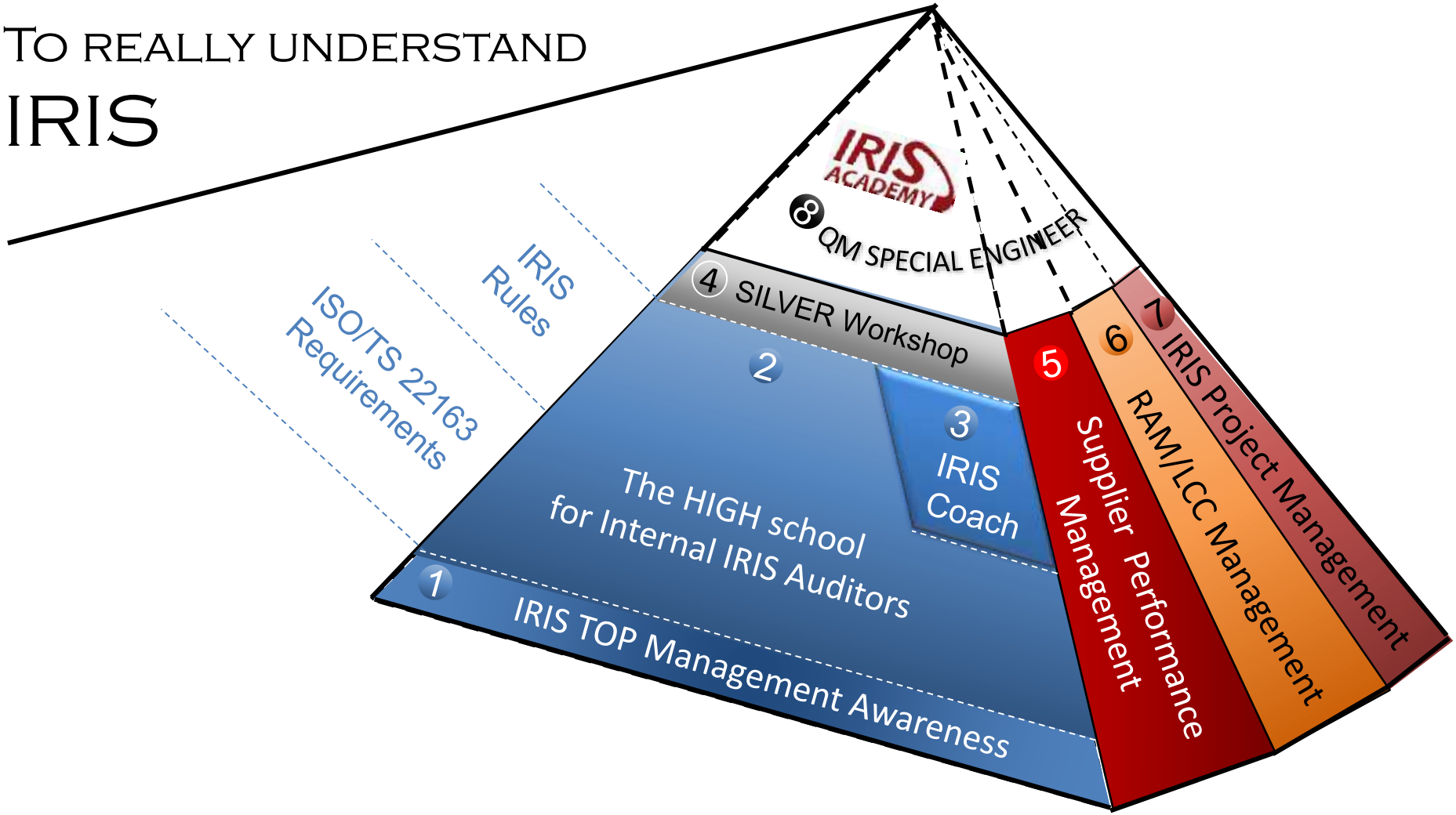
We are globally the benchmark in IRIS learning



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World class learning

IRIS ACADEMY		target groups	duration	certificates	remarks	focus on	fact sheets
1	IRIS TOP Management Awareness	board members	2 hours	-	exclusively offered in-house only	overview, asuming of responsibility, commitment for improvement, provision of resources	secure link
2	The HIGH school for Internal IRIS Auditors	alle process owner, internal auditors	5 days	certificate internal IRIS Auditor	to efficiently understand the entire IRIS certification system	ISO/TS 22163 & IRIS certification rules, mandatory and some optional requirements, 22 processes	secure link
3	IRIS Coach (highest skill level)	heads of QM	2 days	certificate IRIS Coach	courses 2 must be passed before	Certification rules and auditor management	secure link
4	SILVER Workshop	process owner, internal auditors	2,5 days	silver medal + certificate	in preparation, starts with publication of the IRQB requirements for SILVER	optional requirements, 20 additional processes, implementation of "SILVER"-requirements	secure link
5	Supplier Performance Manager +SQA	SQA, LEAD Buyer, internal auditors	4 days	certificate Supplier Perform. Manager	goes far beyond the IRIS requirements, only for professionals	procurement strategies, supplier management, improvements in delivery services	secure link
6	The HIGH school for RAM/LCC Manager	RAM/LCC experts, internal auditors	4 days	certificate RAM/LCC Manager	shorter than a university study, but just as good for practitioners	maintenance strategies, FRACAS, maintenance planning and execution, Life Cycle Cost	secure link
7	The HIGH school for IRIS Project Manager + Project QM	Project core team, internal auditors	4 days	certificate IRIS Project Manager	direct preparation for the iapm-certification	understand project management correctly and apply it resonably in smaller businesses	secure link
8	QM Special Engineer	QM executives with succession plan		diploma QM Special Engineer	please see https://www.cc-rail.info/en/qm-special-engineer/		secure link

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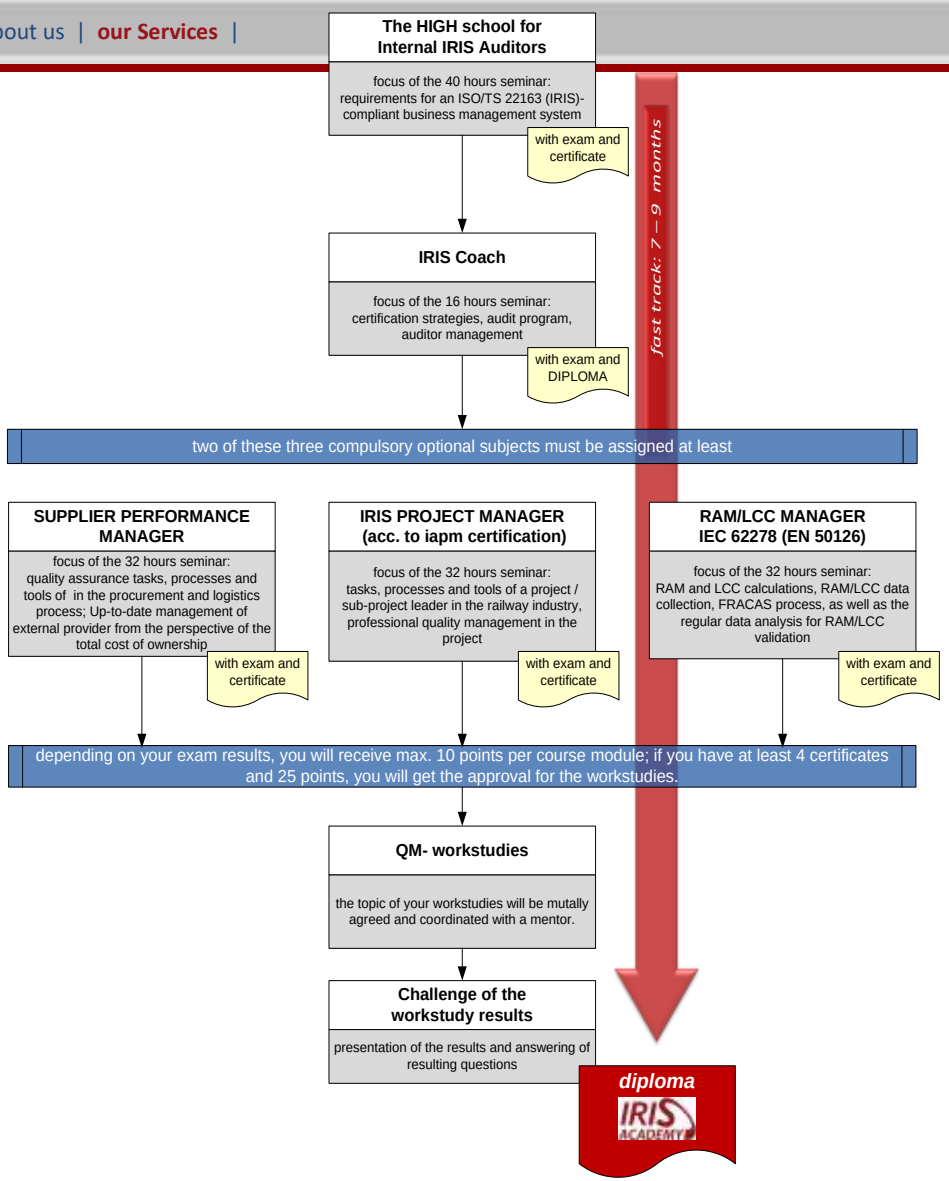

Do you like to become a QM Special Engineer with diploma (IRIS ACADEMY)?

http://www.cc-rail.info/en/qm-special-engineer/

SEMINAR CALENDAR 2020

overview about all public courses

	February	March	April	May	June	July	October	November	December
The HIGH school for Internal IRIS Auditors (5 days)	EN 24 - 28 Berlin C188			DE 25 - 29 Berlin K194			DE 5 - 9 Berlin K202	EN 2 - 6 Berlin C203	
IRIS Coach (2 days)					DE 30 - 1 Berlin K195	DE 30 - 1 Berlin K200 EN 2 - 3 Berlin C201			
SILVER Workshop (2,5 days)		EN 16 - 18 Berlin C189 DE 18 - 20 Berlin K190	CN 27 - 29 Beijing C192		EN 8 - 10 Berlin C196 DE 10 - 12 Berlin K197			EN 16 - 18 Berlin C204 DE 18 - 20 Berlin K205	
Supplier Performance Management (4 days)					DE 16 - 19 Berlin K198				EN 1 - 4 Berlin C207
RAM/LCC Management (4 days)		DE 17 - 20 Berlin K191						EN 3 - 6 Berlin C206	
IRIS Project Management (4 days)			CN 21 - 24 Beijing C193		DE 16 - 19 Berlin K199				EN 1 - 4 Berlin C208

EN = ENGLISH	DE = DEUTSCH	CN = 中文翻译
Course number: Cxyz	Kursnummer: Kxyz	xiuluan.shi@cc-rail.cn

Please note that dates or locations might change. Hence, please always visit https://www.cc-rail.info/en/academy/ for the latest information. With the help of the course numbers given above, you will find there under "Details" more information about important seminar content, prices, the venue addresses, the number of vacant seats, the agendas, etc. In-house seminars are not shown above.

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6 good reasons to visit the IRIS ACADEMY

1. We invest a significant portion of our time in getting most up-to-date information. From the beginning in 2004, we were directly involved in developing and growing the IRIS standard. Lastly, CC-Rail was represented in the 5-member core team drafting the ISO/TS 22163 standard. So, we provide you background information first-hand that hardly anyone else could deliver.
2. We are five partners, together with more than 120 years professional experience in nearly all scopes of the rail business. Everyone is one of the best on his field. Facing the operational reality every day, we are well positioned to come up with solutions that are already proven in practice. Hence, we can equip you with real advantages over your competition.
3. We bring top experts together and promote the exchange of BEST PRACTICES and networking.
4. Our offers make sense and generate added value. If you really want to understand the IRIS requirements, its context and inter-correlation, then we invite you to share our knowledge with you. With us, you may save a lot of resources after the seminar, because you have understood how to tackle the matters efficiently and effectively. Hence, your investment will multiple pay back quickly.
5. Our training sets the benchmark in the rail sector, including the technical publications which are used by many companies as guidelines for the improvement of their business processes.
6. We train the “Champions League” and we are aware that we are not the cheapest, but we want to be the best. Nevertheless, overall, we provide the best value for money – fair and transparent.

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I would be very happy to hear from you again.

If you leave me a message, I will aim to return within 24 hours.