



IRIS ACADEMY

the 'high' school for IRIS COACHES

***fast track to achieve the highest rank for a subject
matter expert in IRIS Certification, rev. 03***

***(ISO/TS 22163-norm & IRIS Certification Rules issued in May 2017
+ IRIS Addendum 2019)***

ENGLISH Version (Rev.09b – March 2020)

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Agenda

Explanation of color codes:

Red = exercises

Blue = inside this training package are processes flow charts

Green = speeches about selected IRIS topics

Day 1:

08:30 **Introduction (1:30')**

Welcome, Introduction, training objectives, expectations,

Mini Interview, seminar rules,

Exercise 1 expectations

IRIS seal for quality, IRIS challenges & future,

specific features of the railway sector,

benefits and motivation to engage in IRIS

IRIS history and statistics,

10:00 **BREAK**

10:15 IRIS -a promise for product quality

recap, the IRIS evaluation system

recap, overview mandatory and optional requirements

Exercise 2: workshop ISO/TS 22163-requirements

IRIS Certification Process (1:45')

Definition, accredited organizations and criteria for IRIS Certification

Relationships between audit and certification cycle

Speech about IRIS application guide for certification process rules

Certification Process flow chart

11:15 **5' BREAK**

Strategic decision for IRIS Certification

IRIS – a step towards business excellence

Why should one implement IRIS with passion?

ISO/TS22163 (IRIS) properly implemented means...

Quality Deficiency Cost

Effort and benefit over time

12:00 **LUNCH**

13:00

Exercise 3: Business Case IRIS Certification (1:30)

(calculation of internal certification cost and return of investment)

14:30 **BREAK**

14:45	<p>Application for IRIS audit and selection of Certification Body</p> <p><i>IRIS organizational structure</i></p> <p><i>Split of responsibilities ISO vs. Rail Industry</i></p> <p><i>Application for IRIS audit</i></p> <p><i>IRIS product scopes</i></p> <p><i>Requirements to external IRIS Certification Auditors</i></p> <p><i>Process scopes for certification auditors</i></p> <p>Check and conclude a Certification Contract</p> <p><i>No multi-site approach!</i></p> <p><i>Speech about Remote functions and site extensions</i></p> <p><i>Remote locations</i></p> <p><i>Site extensions</i></p> <p><i>Example of multi-site organization</i></p>
16:00	BREAK
16:15	<p><i>Minimum auditor –person days for IRIS Certification</i></p> <p><i>Speech about IRIS advisory 09: Auditor Time Clarification</i></p> <p><i>Auditor time definition</i></p> <p><i>Auditor time reduction schemes</i></p> <p><i>Concluding best certification contract</i></p>
17:00	<p>5' BREAK</p> <p><i>Exercise 4: external auditor cost calculation (1:00')</i> <i>(calculation of auditor-person days and external certification cost)</i></p>
18:30	Finish of day 1
<u>Day 2:</u>	
08:00	<p>wrap-up day 1 and outlook day 2 (0:15')</p> <p>Readiness Review (1:15')</p> <p><i>Speech about IRIS Readiness Review</i></p> <p>Audit Process</p> <p><i>Various audit types, different in scopes</i></p> <p>Certification audit process</p>
09:15	BREAK
09:30	<p>Surveillance audit process (1:45')</p> <p>Transfer audits</p> <p>Audits after changes impacting the Business Management System</p> <p><i>Exercise 5: Audit Agenda (1:15')</i></p>
11:15	BREAK

11:30	<p>Management of Corrective and Improvement Action</p> <p><i>Speech about Nonconformity Management</i></p> <p><i>Corrective and improvement actions</i></p> <p>Award of the IRIS- and ISO 9001 Certificates</p> <p><i>Speech about quality performance levels</i></p> <p><i>IRIS Certificate</i></p> <p><i>Quality Performance Levels</i></p> <p><i>Evaluation of Customer Perception Performance</i></p> <p><i>KPI effectiveness levels</i></p> <p><i>Performance Evaluation Matrix</i></p> <p><i>Evaluation of Process Performance</i></p> <p><i>Thresholds for Quality Performance Levels</i></p> <p><i>Quality Performance Level document</i></p> <p><i>Accessibility of data in the IRIS portal</i></p> <p><i>Transparency of results</i></p> <p>IRIS Complaint Process</p> <p><i>Speech about IRIS Complaints Management Procedure</i></p>
12:00	LUNCH
13:00	<p>Management of internal auditors</p> <p>Auditor knowledge & skills</p> <p> Technical Competencies</p> <p> Audit knowledge</p> <p> Audit skills</p> <p> Behavioral competencies</p> <p> Auditor registry</p>
14:00	BREAK
14:15	written examination (1:15')
15:30	<p>Seminar closure (1:00')</p> <p><i>Expectations met? Course evaluation</i></p> <p><i>Coaching & mentoring</i></p> <p><i>IRIS Learning</i></p> <p><i>Handout of Certificates</i></p> <p><i>Conclusions</i></p>
16:00	Farewell