

IRQB Conference

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Moscow - Shcherbinka

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SNCB's experience with IRIS in the supply chain

SNCB's supply chain organisation

Point of view on IRIS

Cross Acceptance Audits

SNCB: Belgian railway operator for passenger transport

1. Bringing our customers safely, punctually and comfortably to their destination
2. Managing, maintaining and renewing our trains in an efficient and well-considered way
3. Offering a customer-friendly and welcoming service in well-designed, functional stations

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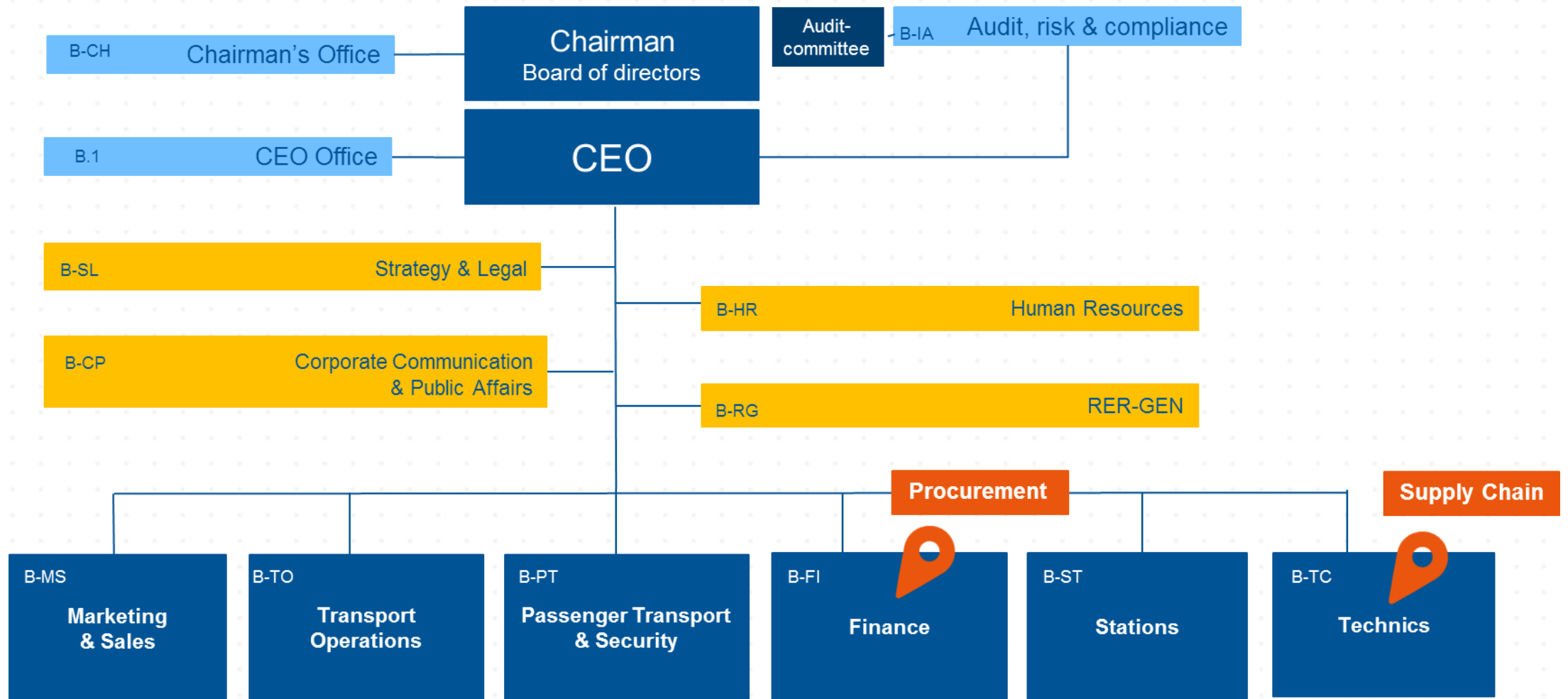
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SNCB organisation



SNCB's supply chain organization

Technics - Supply Chain

- Master data management
- Material requirement planning
- Contract call off & self service purchasing (Dec 2019)
- Incoming goods check

Finance - Procurement

- Source to contract
- Service centre
- Incoming goods quality control
- Supplier development
- Vendor performance

What does SNCB expect?

We want IRIS to help our suppliers
to increase their performance
to develop their reliability
to become our trustworthy partners

What does SNCB expect from suppliers?

- To understand our needs
- To deliver on time
- To deliver the requested quality
- To offer us competitive prices
- To communicate transparently and proactively

What does SNCB expect from IRIS auditors?

- To understand our needs
- To audit as if they were working for SNCB
- To assure that this supplier is performing as SNCB expects

SNCB experience with IRIS certified suppliers

5182 active suppliers

↳ 826 suppliers for spare parts rolling stock

↳ 178 qualified suppliers

↳ 26 qualified suppliers with IRIS

↳ 29 qualified suppliers with CAA

SNCB feedback on IRIS certified suppliers vs not IRIS certified suppliers

- Audits for qualification:
 - ↳ Less negative findings
 - ↳ Higher maturity level than not certified suppliers
 - ↳ More transparency on organisation
- Performance: monitored for 20 key suppliers since 01/2019
 - ↳ OTD is higher, but not as high as requested
 - ↳ Progress in improving OTD is faster

IRIS: next steps at SNCB




Approved Supplier List

- Acceptance criteria
- Bronze – Silver – Gold level => rating
- Bronze – Silver – Gold level => longer life cycle of approval status

Qualification process

- Lowered number of steps
- Bronze – Silver – Gold level => audit
- Higher initial score

What is a Cross Acceptance Audit?

- Cooperation between   
- Instead of each operator auditing a common supplier, one of the operator performs the audit and the other operator accept the audit results.
- Started in 2018

How does it work?

- One operator performs the audit on behalf of the other operators too
- Consent for CAA is asked in advance to the audited supplier
- DB audit tool is used during the audit and for reporting
- Requirements of the participating operators are checked
- The audit report is shared within the operator group
- Audit results are mutually accepted
- Supplier qualification is individually communicated by each operator

Why Cross Acceptance Audits?

Win win situation for the supplier and for the operators:

- Increased efficiency
 - ↳ Less audits
 - ↳ Less time consumption
- More standardisation in audits through the use of one common audit tool
- Increased mutual understanding

Thank you