

IRQB Conference

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Moscow - Shcherbinka

Markus Kleinheidt

Vice President Quality & HSE

Knorr-Bremse Systems for Rail Vehicles

KNORR-BREMSE 

Experience as equipment manufacturer and customer with IRIS

- Current status of IRIS certification at Knorr-Bremse
- Continual improvement of the Business Management System to achieve the intended targets
- Harmonization of processes and performance evaluation
- Control of key suppliers
- Reduction of audit efforts
- Result orientation

Experience as equipment manufacturer

Current status of IRIS certification at Knorr-Bremse

- Knorr-Bremse certified its production sites and service centers since year 2006
- Currently there are 39 Knorr-Bremse sites IRIS certified world wide
- All sites have upgraded successfully ISO TS 22163
- Knorr-Bremse is staffing various UNIFE and ISO working groups to further improve the standard
- Knorr-Bremse is represented in the UNIFE presiding board and is member of the IRQB

Experience as equipment manufacturer

Continual improvement of the Business Management System to achieve the intended targets

- IRIS is offering an unique possibility to analyze and improve the internal processes with the IRIS audit tool and the assessment sheet beyond basic ISO 9001 requirements
- Each process can be measured and benchmarked with the provided maturity levels
- Even targets can be set for individual departments and processes to achieve a specific maturity level
- Excellent processes and methods are key requisite to reach the desired product and service performance and to meet customer expectation

Experience as equipment manufacturer

Harmonization of processes and performance evaluation

- For organizations with several entities, the IRIS scheme is offering a chance to harmonize and streamline the internal processes and structures within its organization
- Clear and direct correlation between audit results and business performance: The results of internal audits using the IRIS assessment sheet as well as results from IRIS certification audits are clearly indicating the overall performance of the organization
- Poor audit results can be seen as early warning signal for inadequate business performance and later customer satisfaction

Experience as equipment manufacturer

Control of key suppliers

- Knorr-Bremse has identified its key suppliers and is pushing them to get IRIS certified
- The IRIS certificate is awarding organizations which are improving their performance to the next level (bronze, silver, gold)
- This recognition is stated on the certificate
- Thus the IRIS scheme is seen as an opportunity to establish a partnership with trust and compliance with relevant stakeholders
- As a consequence internal efforts to audit and monitor suppliers can be significantly reduced

Experience as equipment manufacturer

Reduction of audit efforts

- The implementation of the advanced IRIS requirements is a supplemental effort for each organization
- These efforts are rewarded with increased process quality and as a consequence with improved product and service performance
- Therefore the Knorr-Bremse customers are recognizing the IRIS certification
- Thus the 2nd party audits could be reduced significantly

Experience as equipment manufacturer

Result orientation

- The ISO TS 22163 together with the IRIS certification rules are focusing not only on the enablers for excellent processes (= the implementation of the standard requirements itself) but also on business results and performance
- Thus the performance of the business management system will be reflected in the certification level (bronze, silver, gold)
- This will raise the International Railway Industry Quality and Process Standard to the next level of business management systems

Experience as equipment manufacturer

IRIS stands for:

- Sustainable growth of Rail organizations
- Increasing quality performance within the Rail industry
- Successful cooperation with all Rail stakeholders
- Strong alliance in the Rail sector
- Enabling a competitive position next to the other transport modes such as road and air traffic

Thank you

Markus Kleinheidt

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