

# IRQB Conference

August 29th, 2019

Moscow - Shcherbinka

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Quality Manager SBB Passenger Division

# Why does the Railway need a specific quality standard?

Pecha Kucha

# What do they need?





# No good service without perfectly rolling stock.



# Intermodal competition is tough.



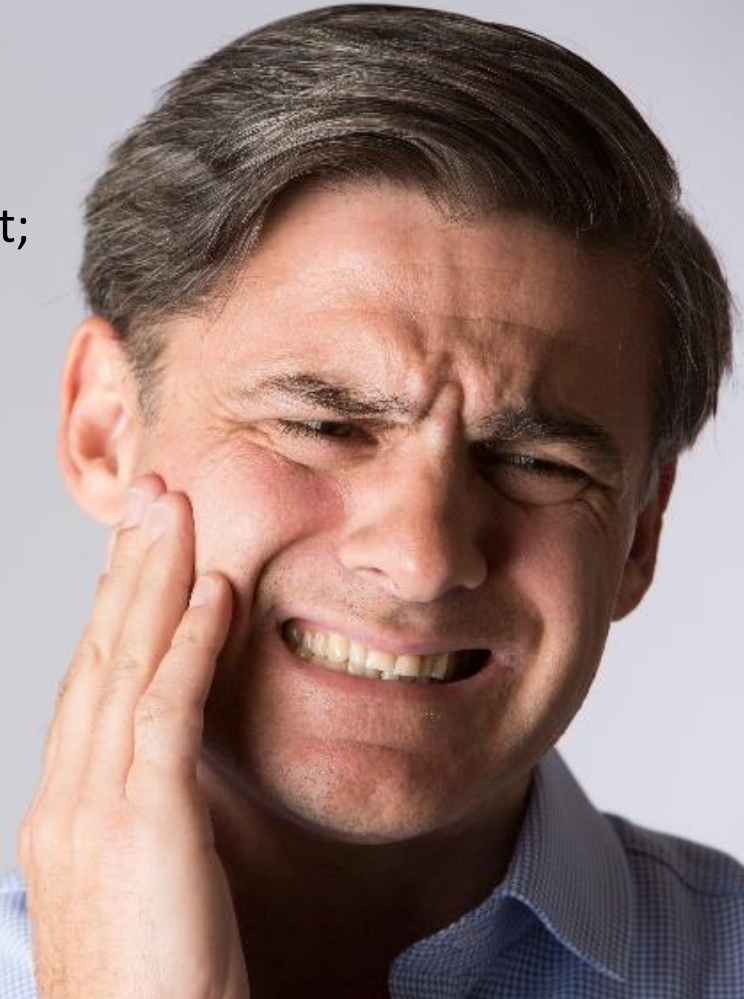


# The ISO 9001 quality standard is not specific.



# Railway pains.

On Time Delivery (OTD);  
Configuration Management;  
Project Management;  
Requirements Management,  
Obsolescence



# Audits are waste.

改善

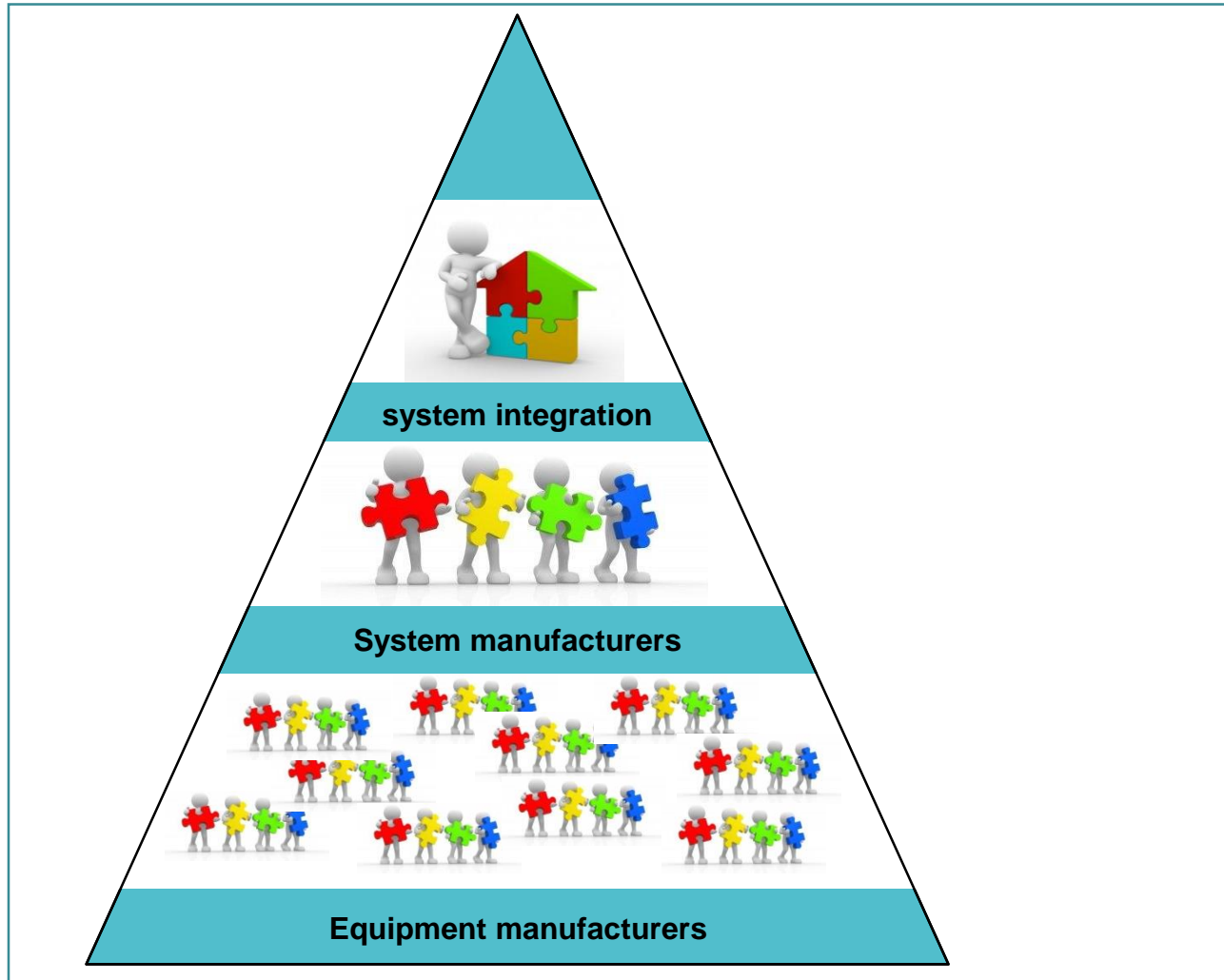
Kai = «Change»

Zen = «for the better»





# A Complex supply chain needs to be handled.



# How can it be done?

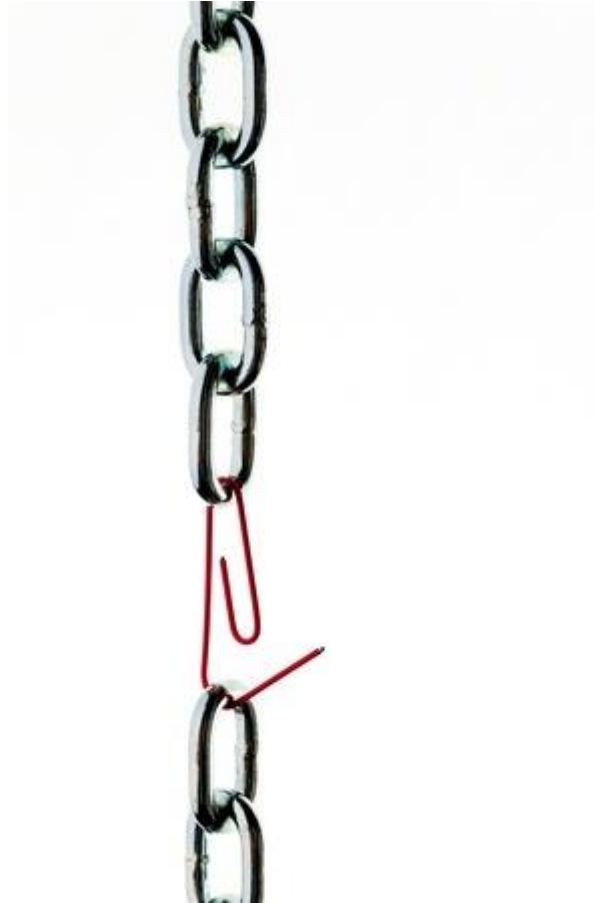


# For the rail business by the rail business.

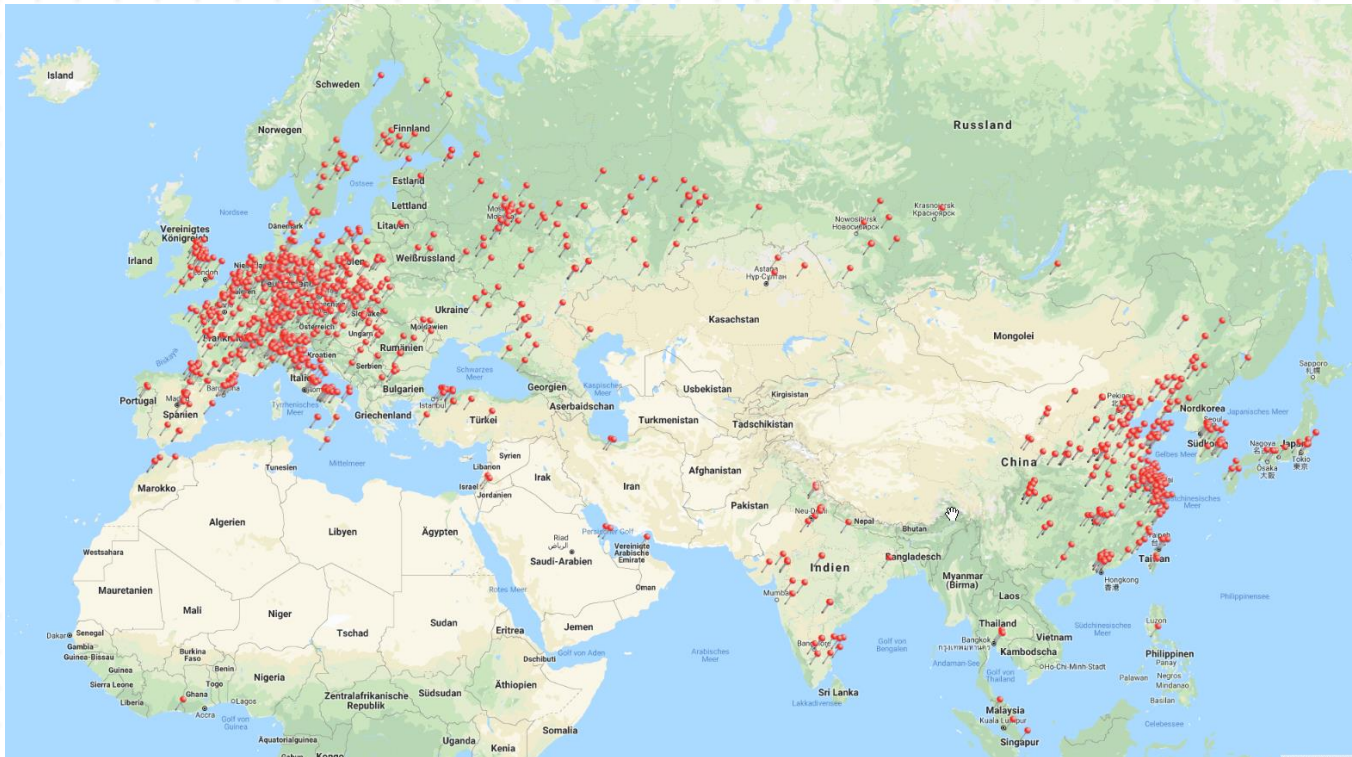




# Fokus on critical process steps



# Transparency via web-portal reduces Risk and Cost



## Company Detail

Schweizerische Bundesbahnen SBB CFF FFS			
Street:	Wylenstr. 123/125	Phone:	+41512204231
ZIP Code/ City:	3000 65 Bern		
Country:	Switzerland		
DUNS Number:	000000000		
Total number of employees (including permanent, part time, contract, temporary, in site extensions and in remote functions employees):	6000	Total number of employees on site, related to the rail business (including permanent, part time, contract, and temporary employees):	6000
Total number of employees in remote locations, related to the rail business (including permanent, parttime, contract, and temporary employees):	0	Total number of employees in site extensions, related to the rail business (including permanent, parttime, contract, and temporary employees):	0

## Contact Person

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## Certificates

Performance Level	Standard	Product Categories	Activity	Date of Audit / Audit valid until	Certificate valid from / Certificate valid until / Current date

# Digitalisation offers unique possibilities.





# Worldwide application of the same scheme.



# Clear and public set of rules



TECHNICAL  
SPECIFICATION

**ISO/TS  
22163**

First edition  
2017-05

## IRIS Certification™ rules:2017

Rules for achieving and maintaining

IRIS Certification™ recognition

1<sup>st</sup> Edition

June 1<sup>st</sup>, 2017

Normen-Download-Shop - Schweizerische Bundesbahnen SBB-KolNr. 7472823-LRN/168238001-2017-11-07 15:08

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**Railway applications — Quality management system — Business management system requirements for rail organizations: ISO 9001:2015 and particular requirements for application in the rail sector**

*Applications ferroviaires — Système de management de la qualité — Exigences liées au système de management de l'activité à destination des organismes ferroviaires: ISO 9001:2015 et exigences particulières concernant les applications dans le secteur ferroviaire*



Reference number  
ISO/TS 22163:2017(E)

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# Careful governance and witnessing.





# The Cert is a token of trust.



A certificate is a  
distinguished acknowledgement.



# The railway needs a specific quality standard for:

- Better Product quality
- Reduced Costs
- Improved Competitiveness

