

Standard



Category: 1
Number: 1-321 (formerly 2-03041-002)
Issue no: A3
Issue date: July 2010

London Underground Limited

Customer acceptance testing

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A Standard is defined as:

A mandatory document which sets out minimum requirements expressed as outputs; or a mandatory document which defines an interaction or commonality which meets a defined LUL requirement.

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1 Purpose

- 1.1 The purpose of this Standard is to set out LU's specific requirement with respect to Customer Acceptance Testing.

2 Scope

- 2.1 This Standard applies to cooperative application of the Customer Acceptance process.
- 2.2 The standard addresses and supports Customer Service Delivery issues of:
- Ambience;
 - Customer needs and priorities
- insofar as they relate to Customer Acceptance Testing.
- 2.3 This Standard supports the following LU Policy:

Note: The identification of Policies shown below shall have no material impact upon Infraco or other Suppliers beyond the obligations already contained in this Category 1 Standard. They are provided for LU reference purposes only.

Number	Title	Version
1-01101-001	Service Delivery - Customer Environment and Information	A1

3 Requirements

All italicised words shall be defined in section 6.3 of this document.

3.1 Customer Acceptance process

- 3.1.1 LU requires Acceptance Testing to be carried out in respect of an Asset which materially:
- (i) improves acceptability of design to, or overall satisfaction levels of, Customers;
 - (ii) improves functionality of the facilities; or
 - (iii) reduces or eliminates any detrimental effect on other services or Facilities
- unless the new asset is identical to that already in use on the London Underground network
- 3.1.2. LU will act reasonably with regard to Acceptance Testing if the supplier has either carried out any relevant recent research or can bring to the attention of LUL any relevant recent published or publicly available research, and if Standards impose any constraints to Acceptance Testing.
- 3.1.3. In circumstances where Customer Acceptance Testing is required to be carried out, the process to be followed to undertake it shall include the points and methodology detailed in Section 5.1 of this document.