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[NR/L3/INI/CP0028](#) Issue 3

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Ref:	NR/L3/INI/CP0028
Issue:	3
Date:	2 June 2012
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Level 3

Contract Requirements - Quality

Endorsement and Authorisation

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User information

This Network Rail standard contains colour-coding according to the following Red–Amber–Green classification.

Red requirements – *No deviations, could stop the railway*

- **Red requirements shall** always be complied with and achieved.
- Red requirements shall be presented in a red box **with the word “shall” or expressed as a direct instruction**.
- Accountability for the efficacy of red requirements lies with the Professional Head/Standard Owner.
- Red requirements are monitored for compliance.
- Corrective actions shall be enforced if deviations are discovered through functional checks (e.g. engineering verification visits, audit or Operations Self-Assurance).

Amber requirements – *Controlled deviations, approved risk analysis and mitigation*

- **Amber requirements shall** be complied with unless deviation has been approved in advance.
- Amber requirements shall be presented with an amber sidebar **and with the word “shall” or expressed as a direct instruction**.
- Accountability for the efficacy of these requirements lies with the Professional Head/Standard Owner, or their nominated Delegated Authority.
- Amber requirements are monitored for compliance.
- Deviations **may** be permitted. Deviations are approved by the Standard Owner or through existing Delegated Authority arrangements.
- Corrective actions shall be enforced if **non-approved** deviations are discovered through functional checks (e.g. engineering verification visits, audit or Operations Self-Assurance).

Green – *Guidance*

- Guidance is based on good practice. Guidance represents supporting information to help achieve **Red** and **Amber** requirements.
- Guidance shall be presented with a dotted green sidebar **and with the word “should” (usually in notes) or as a direct instruction**.
- Guidance is **not mandatory** and is not monitored for compliance.
- Alternative solutions may be used. Alternative solutions do not need to be formally approved.
- Decisions made by a competent person to use alternative solutions should be backed up by appropriate evidence or documentation.

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Issue record

Issue	Date	Comments
1	November 2006	First Issue
2	March 2008	Rewritten to clarify and improve upon Network Rail's expectations for a Contractor's Quality Plan and Quality Reporting
3	June 2012	Revised for the re-organisation into Infrastructure Projects and to incorporate improvements from user feedback

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 1 September 2012.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 3 (Option Selection) to continue to comply with the issue of any relevant Network Rail standards current when GRIP Stage 3 was completed and not to comply with requirements contained herein, unless stipulated otherwise in the scope of this standard.

Reference documentation

ISO 9001: 2008 Quality management systems – Requirements

ISO 10005: 2005 Quality management systems – Guidelines for quality plans

[NR/L3/INI/CP0028/F0054 - Clause Selection Record Form](#)

[NR/L3/INI/CP0028/F0055 - Quality Plan Clause Cross Reference Form](#)

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1 Purpose

The purpose of the standard is to specify the minimum contract requirements for Quality which are to be addressed by the Contractor.

2 Scope

The standard applies to contracts let by or on behalf of Infrastructure Projects. It is mandatory for Goods, Services, Design and Works Contracts (including Framework Agreements).

Note: Clause 4 provides definitions of the contract types referred to within this standard.

The requirements within this standard shall also apply where Infrastructure Projects is discharging the duties of the Principal Contractor.

This standard shall be used:

- a) to identify specific requirements unique to individual contracts;
- b) to specify the quality criteria associated with checking how, when and by whom contract deliverables will be met.

Quality plan requirements, identified within the standard are considered by Infrastructure Projects to be the minimum, however Contractors may supplement these requirements with their own.

3 Roles and responsibilities

Contractor's Quality Representative

A demonstrably competent individual designated by the Contractor to deliver the requirements of this standard.

Employer's Representative

The key point of contact within Infrastructure Projects responsible for managing and delivering the contract.

Note: Within Infrastructure Projects this role is typically fulfilled by the Project Manager or Programme Manager or a formally nominated Employer Representative's Assistant.

Quality Management Representative

An Infrastructure Projects employee with the competence to provide advice on the applicability of the standard and review the fitness for purpose of the Contractor's Quality Plan.

4 Definitions

For the purpose of this standard, the following terms and definitions apply:

Note: Where appropriate, ISO 9000 quality terminology has been adopted.

Contractor

A supplier organisation or person that provides a product.