

|                  |                  |
|------------------|------------------|
| Ref:             | NR/L3/MTC/MG0214 |
| Issue:           | 1                |
| Date:            | 05 December 2009 |
| Compliance date: | 06 March 2010    |

## Level 3

# Critical Asset – Repeat Failure Escalation Process

### Endorsement and Authorisation

Endorsed by:

*N A Edwards*

Nigel Edwards, Maintenance Compliance and Assurance Manager

Authorised by:

*M J Frobisher*

Martin Frobisher, Head of Safety and Compliance – Infrastructure Maintenance

Accepted for issue by:

*M McManus*

M McManus, National Standards Manager

This document is the property of Network Rail. It shall not be reproduced in whole or part nor disclosed to a third party without the written permission of Network Rail.

© Copyright 2009 Network Rail.

Uncontrolled copy once printed from its electronic source.

Published and Issued by Network Rail, Kings Place, 90 York Way, London. N1 9AG.



|                  |                  |
|------------------|------------------|
| Ref:             | NR/L3/MTC/MG0214 |
| Issue:           | 1                |
| Date:            | 05 December 2009 |
| Compliance date: | 06 March 2010    |

## Issue record

| Issue | Date              | Comments    |
|-------|-------------------|-------------|
| 1     | 5th December 2009 | First issue |

## Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail from 6<sup>th</sup> March 2010.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 4 to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Stage 4 was reached and not to comply with requirements contained herein, unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

## Reference documentation

|                  |                                                                                          |
|------------------|------------------------------------------------------------------------------------------|
| RT/D/P/085       | Management of Track Faults found by track recording vehicle                              |
| NR/L2/SIG/10013  | Investigation of signalling equipment                                                    |
| NR/L3/MTC/SG0053 | Corrective Maintenance of Signalling Assets                                              |
| NR/L3/SIG/SG0138 | Management of Signalling Wrong Side Failures                                             |
| NR/L3/SIG/SG0139 | Management of Right on Arrival and Repeat Signalling Failures                            |
| NR/L3/SIG/SG0154 | Management of signalling defects                                                         |
| NR/L3/SIG/0166   | Management of operational signal equipment involved in wrong side failures and incidents |
| NR/L3/TRK/7002   | Reporting of permanent way failures and incidents                                        |
| NR/SP/TEL/31001  | Telecoms maintenance and failure investigation                                           |
| NR/L3/TEL/MG0021 | Corrective maintenance (faulting) of operational telecomms assets                        |

## Disclaimer

In issuing this document for its stated purpose, Network Rail makes no warranties, express or implied, that compliance with all or any documents it issues is sufficient on its own to ensure safe systems of work or operation. Users are reminded of their own duties under health and safety legislation.

## Supply

Copies of documents are available electronically, within Network Rail's organisation. Hard copies of this document may be available to Network Rail people on request to the relevant controlled publication distributor and to other organisations from IHS (Technical Indexes Ltd) tel: 01344 328039.

|                  |                  |
|------------------|------------------|
| Ref:             | NR/L3/MTC/MG0214 |
| Issue:           | 1                |
| Date:            | 05 December 2009 |
| Compliance date: | 06 March 2010    |

## Contents

|                                 |    |
|---------------------------------|----|
| 1 Purpose                       | 3  |
| 2 Scope                         | 3  |
| 3 Roles and responsibilities    | 4  |
| Table 1 – RACI                  | 4  |
| 4 Definitions and abbreviations | 5  |
| 5 Procedure                     | 6  |
| Table 2 – Escalation stages     | 11 |

## 1 Purpose

This procedure mandates an escalating process for managing the repeat failure of critical assets. It supplements the existing discipline specific fault response processes already in existence.

The objective is to prevent repeat failures and improve asset performance by identifying the root cause of the problem at the earliest opportunity.

## 2 Scope

The process applies to:

- all disciplines;
- assets confirmed as critical that fail in operational service.

The process is based on 4 stages with increasing levels of intervention dependent on the number of failures within a 90 day rolling period.

| This Standard applies to: | Infrastructure Maintenance Delivery Units | National Programmes - Telecomms Team | Operations and Customer Services – Integrated Control Centres | Contractors |
|---------------------------|-------------------------------------------|--------------------------------------|---------------------------------------------------------------|-------------|
|                           | ✓                                         | ✓                                    | ✓                                                             |             |

|                  |                  |
|------------------|------------------|
| Ref:             | NR/L3/MTC/MG0214 |
| Issue:           | 1                |
| Date:            | 05 December 2009 |
| Compliance date: | 06 March 2010    |

### 3 Roles and responsibilities

| RACI DETAILS                           | KEY CONTROL ACTIVITY | Resources                                |                                       |                                        |                                 |            |                 |                      |                                     |                                        |
|----------------------------------------|----------------------|------------------------------------------|---------------------------------------|----------------------------------------|---------------------------------|------------|-----------------|----------------------|-------------------------------------|----------------------------------------|
|                                        |                      | Route Infrastructure Performance Manager | DU Performance and Assurance Engineer | Ops & Customer Services Representative | Integrated Control Centre Staff | Fault Team | Section Manager | Maintenance Engineer | Infrastructure Maintenance Engineer | Principal Maintenance Support Engineer |
| <b>Process Task</b>                    |                      |                                          |                                       |                                        |                                 |            |                 |                      |                                     |                                        |
| 5.2 Deciding which Assets are Critical | x                    | RA                                       | R                                     | CI                                     |                                 |            |                 |                      |                                     |                                        |
| 5.3 Escalation Process step 1          |                      |                                          |                                       |                                        | R                               | RA         |                 |                      |                                     |                                        |
| 5.3 Escalation Process step 2          | x                    |                                          |                                       |                                        | R                               | R          | RA              |                      |                                     | C                                      |
| 5.3 Escalation Process step 3          | x                    |                                          |                                       |                                        | R                               | R          |                 | RA                   |                                     | C                                      |
| 5.3 Escalation Process step 4          | x                    |                                          |                                       |                                        | R                               | R          |                 |                      | RA                                  | C                                      |
| 5.4 Performance Monitoring             |                      | RA                                       |                                       |                                        |                                 |            |                 |                      | I                                   | I                                      |
| end RACI                               |                      |                                          |                                       |                                        |                                 |            |                 |                      |                                     |                                        |

**Table 1 – RACI**

RACI is a means of linking process steps to roles as follows:

- R – Responsible: the individual(s) who perform an activity – responsible for action/implementation – although usually only one, Rs can be shared
- A – Accountable: the individual who is ultimately accountable including yes/no decision and power of veto – only one 'A' can be assigned
- C – Consulted: the individual(s) to be consulted prior to a final decision being made or action taken – two-way communication.
- I – Informed: the individual(s) who need to be informed after a decision is made or action is taken – one-way communication.