

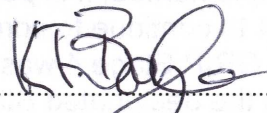
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Level 3

Management of a problem statement

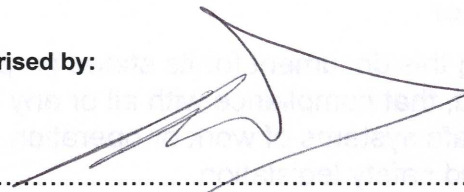
Endorsement and Authorisation

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Issue record

Issue	Date	Comments
1	February 2007	New document
2	August 2008	Updated to reflect Phase 2A reorganisation; regular submissions of problem statements and quarterly summary statement in line with End to End process added

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 26 August 2008.

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.

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1 Purpose

To define:

- The process for the identification and development of a Problem Statement.
- The information which must be presented to support a Problem Statement.

2 Scope

This standard procedure applies to plain line and S&C renewals and covers all track assets and components as detailed in NR/L2/TRK/6000 Track Renewals Investment Process.

The commencement of this process is referenced in NR/L3/TRK/1011 Management of Permanent Way Inspections.

3 References

Document Number	Title of Document
NR/L2/TRK/001	Inspection and Maintenance of Permanent Way
NR/L2/TRK/6000	Track Renewals Investment Process
NR/L2/TRK/6001	Renewals workbank management
NR/L3/TRK/1011	Management of Permanent Way inspections
NR/L3/TRK/1013	Maintenance of track assets

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TEF/3101	Problem Statement Header and Control Sheet (Non TRPSS)
TEF/3102	Problem Statement Header Continuation Sheet (Non TRPSS)
TEF/3103	Plain Line Site and Route Information Sheet.
TEF/3104	Additional Site Data/Photographs
TEF/3105	Plain Line Trial Hole and soils data logging schedule.
TEF/3106	S&C Trial Hole and soils data logging schedule.
TEF/3108	S&C Scheme Sheet

4 Abbreviations and Definitions

4.1 Abbreviations

ISM	Infrastructure Service Manager
GPR	Ground Penetrating Radar
IME	Infrastructure Maintenance Engineer
S&C	Switches and Crossings
TME	Track Maintenance Engineer
TRS	Track Renewals Problem Statement System
SM(T)	Section Manager (Track)
PREE(T)	Principal Renewal and Enhancement Engineer
NREE(T)	National Renewal and Enhancement Engineer
PMSE(T)	Principal Maintenance Support Engineer (Track)
SREE(T)	Senior Renewals and Enhancements Engineer

4.2 Definitions

Term	Definition
Ellipse	Maintenance work management system
Problem Statement	The document which highlights that a renewal may be the most cost-effective form of maintaining track asset integrity

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5 RACI

RACI DETAILS	KEY CONTROL ACTIVITY					
		PMSE(T)	PREE(T)	IME	TME	SM(T)
		Principal Maintenance Support Engineer (Track)	Principal Renewals and Enhancements Engineer (Track)	Infrastructure Maintenance Engineer	Track Maintenance Engineer	Section Manager (Track)
Process Task						
8.1	X	I	I	A, I	R	C, I
8.2		A, R				
8.3	X	I	A, R		C, I	
8.4			A, R			
8.5	X			A, R	R	
end 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 of action is taken – one way communication.