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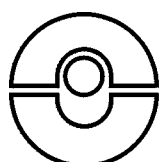
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Translation

Provision of services relating to the quality of railway products: General framework

*Fournitures de prestations de services relatives à la qualité des produits ferro-
viaires : Cadre général*

*Erbringung von Dienstleistungen in Bezug auf die Qualität der Produkte für
den Bahnbereich allgemeiner Rahmen*

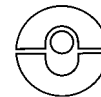


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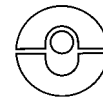


Leaflet to be classified in Section :

VIII - Technical Specifications

Application :

With effect from 1st January 1999
All UIC Members



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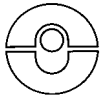
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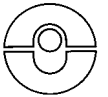
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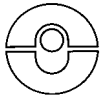
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Summary

UIC Leaflet 898 R sets a general framework designed to facilitate the mutual provision of services relating to the quality of railway products between "railway undertakings" (in the broadest sense of the term).

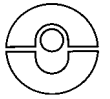
Whenever this leaflet is used, it is recommended that a bilateral application contract be drawn up.

The leaflet:

- gives a precise definition of all the terms used (See "Definition of terms used in the table", on page 13),
- lists the different service provision scenarios (See "Services provided between railways", on page 17), giving details of:
 - the type of service to be provided,
 - the mode or nature of the service provider's involvement,
 - the contractual documents to be used,
 - the proof of conformity to be given on completion of the service.
- indicates the additional provisions that may be included in the service contract,
- offers provisions in the following areas:
 - handling of requests for services,
 - the execution of the service itself,
 - dealing with irregularities.

The leaflet also includes two preprinted forms, each in three languages, to cover:

- individual requests for services between "railway undertakings",
- the reporting of any irregularities.



1 - Purpose of the leaflet

This UIC Leaflet sets out the procedures governing exchanges of services performed by UIC member railways at manufacturers' plants.

These procedures also concern:

- assessment, qualification or supervision of manufacturers,
- inspection of products to be used in railway operations.

Product qualification and technical approval procedures are not dealt with in this leaflet; they are governed by other documents (2 +2 document under preparation).

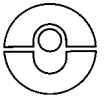
Exchanges of services between two railway undertakings shall be defined in a service contract concluded between the two parties.

This leaflet defines the general framework governing provision of these services, specifies the details to be included in service contracts and contains specimen contracts.

The term "service provider" denotes the railway undertaking providing a service; the term "customer" denotes the party requesting a service.

The term "railway undertaking" is used for both infrastructure managers and any railway undertaking providing transport services.

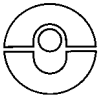
This leaflet also applies to railway undertakings providing maintenance services.



2 - Definitions

The quality management terms used in this leaflet are those defined in *ISO Standard 8402* (See “ISO standard 8402 “Quality Management and Quality Assurance - Vocabulary”, 1994”, on page 32) and *ISO/IEC Guide No. 2*. (See “ISO/IEC Guide No. 2 “Standardisation and Related Activities - General Vocabulary”, 1996”, on page 32)

Terms not contained in the above-mentioned standard are defined in Appendix A (See “Definition of terms used in the table”, on page 13).



3 - Services subject to a contract

The scope of services covered by a contract shall be adapted to various requirements, for example:

- single one-off service provided at a given manufacturing plant,
- service provided for a specified period of time at a given manufacturing plant,
- service provided for a specified period of time at the plants of several manufacturers of the same family of products,
- service provided for an unspecified period of time for a product or family of products at the plants of all manufacturers concerned.

The summary table below (See “Services exchanged between railways”, on page 5) shows the different types of services that may be subject to a contract, the types of work that may be requested and the documents to be used or provided.

To avoid any misinterpretation, the meaning of a number of terms used in the table is given in Appendix A. (See “Definition of terms used in the table”, on page 13)

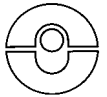
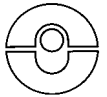


Table 1 : Services exchanged between railways

A	B	C	D
Type of service to be provided	Type of work involved	Contractual documents used	Proof of conformity provided on completion of the service
For definition of terms (See "Definition of terms used in the table", on page 13)			
1. inspection/testing of mass-produced items	1. individual inspection of products prior to delivery	1. plans, diagrams, drawings	1. inspection/testing certificate
2. inspection/testing at start of manufacture	2. inspection by sampling prior to delivery	2. inspection/testing instructions or guidelines	2. conformity certificate
3. Mass production quality assurance	3. periodical intervention	3. check list	3. quality assurance
4. Quality assurance at start of manufacture	4. quality audit	4. assessment questionnaire or guide	4. assessment/qualification report
5. technical qualification of a manufacturer		5. technical standards or specifications	5. audit report
6. assessment of a manufacturer's quality organisation		6. quality plan, inspection/testing plan	6. other documents (to be specified in the contract)
7. assessment of a manufacturer's quality control of a contract			7. stamping, marking
8. qualification of manufacturing or inspection processes for a given product			8. no specific requirements
9. verification of staff qualifications			
10. other services	10. special provisions	10. special provisions	10. special provisions



4 - Rules for the use of a table

Column A of the Table 1 lists the type(s) of services that may be covered by a contract, while Columns B, C and D indicate the details that must be specified in the contract for the service to be performed (See “Services exchanged between railways”, on page 5).

The nature of the service requested is defined by combining the elements in the various columns.

Details in each of the columns are numbered to help the applicant to state clearly the services requested when drawing up a contract.

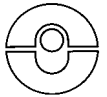
Examples: (See “Services exchanged between railways”, on page 5)

- A1, B2, C1, D2 : inspection of mass production by sampling prior to each delivery, based on plans, diagrams, drawings, and resulting in issue of a conformity certificate.
- A5, B4, C4 and C5, D4 : technical qualification of a manufacturer through a quality audit, based on an assessment questionnaire and technical specifications or standards, resulting in a qualification report.
- A3, B3, C6, D3 : monitoring of mass production according to a programme of periodical inspections, based on application of a quality plan, resulting in a quality assurance.
- A7, B4, C6, D5 : assessment of quality control of a contract by a manufacturer by means of a product quality audit based on a quality plan or an inspection plan, followed by an audit report.

Some combinations in the table are not possible, e.g. :

- A1, B4, C2, D5,
- A3, B2, C5, D4,
- A2, B3, C4, D3, etc.

Appendix B (See “Services provided between railways”, on page 17) contains a specimen contract form which can be used for simple ad hoc services not requiring any special provisions; Appendix C contains an example of a service contract.



5 - Additional provisions to be contained in service contracts

When necessary, the following provisions shall be specified in the contract: (See “Services provided between railways”, on page 17)

5.1 - Provision of documents needed to perform a service

The contract shall specify the documents provided by the customer and those provided by the manufacturer.

5.2 - Translation of documents

The arrangements for translation of the documents needed for the services shall be specified in the service contract.

Translation into the language of the country in which the service is provided, of documents or excerpts from documents strictly necessary for services involving inspection of manufactured products and quality surveillance (in particular of contracts), shall be provided by the manufacturer to the service provider if the latter so requests; the manufacturer shall be informed of these provisions.

5.3 - Duration and scope of the service contract

The service contract should contain at least the following information:

- the order in accordance with Appendix B (See “Services provided between railways”, on page 17),
- contract duration (for example, an annual contract),
- details about the number of manufacturers, business sectors or families of products concerned,
- lead times and quantity of products involved,
- other necessary details.

5.4 - Contact persons

In order to facilitate contacts between the customer and the service provider, it is recommended that the contract specify the names and contact details (address, telephone and fax number) of the customer's representatives who can be contacted regarding the contract itself, the order with the manufacturer, or for dealing with non-conformity matters.