RISAS

Railway Industry Supplier Approval Scheme

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Operation and Management of the RISAS Scheme

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Authorised by RSSB Board

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Part 1

Issue Record

This document will be updated when necessary by distribution of a complete replacement.

Issue	Date	Comments
One	21 September 2012	Original document

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Technical Content

Approved by:

The RISAS board on 04 September 2012.

Suggestions to improve the contents of this document should be directed to the Scheme Manager at the following address:

RISAS Scheme Manager
Rail Safety and Standards Board,
Block 2, Angel Square,
1 Torrens Street,
London EC1V 1NY.

E-mail: risas.admin@rssb.co.uk

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Application

A member of the railway industry, as defined in this document, may choose to adopt RISAS through company procedures or contract conditions, as one part of its overall assurance arrangements, in the management of supply chain and asset maintenance risk. Where this is the case the member shall specify the nature and extent of application.

Specific compliance requirements and dates have therefore not been specified since these will be the subject of the internal procedures or contract conditions of the companies which choose to adopt this standard.

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Supply

Copies of this document may be obtained from:

The RISAS Scheme Administrator,
Rail Safety and Standards Board,
Block 2, Angel Square,
1 Torrens Street,
London EC1V 1NY.

E-mail: risas.admin@rssb.co.uk

Or from the RISAS website wwwrisas.org.uk

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Definitions / references / related documents

Definitions of the terms used throughout the RISAS documents are given in RISAS/001 Appendix A. A list of related documents is given in RISAS/001 Appendix B

Part 2

2.1 Introduction

2.1.1
This document describes the end-to-end operation and management of RISAS and is separated into four main Parts. It covers Operation (see Part 3), Review (see Part 4), Management (see Part 5) and Governance (see Part 6) and provides information on all aspects of the scheme including where applicable, details on who, what, where, when and how the operational processes and management tasks are carried out.

Part 3 Operation

3.1 Introduction

3.1.1
This section sets out the operating processes used for the differing actions carried out when applying RISAS.

3.2 Role of Scheme Manager

3.2.1
The scheme manager is responsible for RISAS, particularly controlling the operation and development of the RISAS scheme and any information technology (IT) application used in the RISAS scheme processes. It includes delivery of information which demonstrates the effectiveness of the scheme in improving product quality and reducing costs to the rail industry. The scheme manager is also responsible for the promotion and extension of the scheme, in accordance with the RISAS business plan priorities.

3.2.2
For the RISAS scheme to become more widely recognised, it is important that customers' make increasing use of RISAS approved suppliers. The scheme manager will work with customers to encourage them to recognise RISAS as one of the principal means of obtaining assurance for suppliers of critical products and services, by incorporating RISAS within their safety management system (SMS) and procurement policy. A description of the information available to customers is set out in Section 3.7.

3.2.3
The scheme manager shall act as the main point of contact for suppliers and customers when there are significant issues either with performance or with the operation of the scheme. There are mechanisms to provide feedback on the RISAS scheme through the IT application and the help desk.

3.2.4
The scheme manager shall develop and make recommendations to the RISAS Board on any proposed changes to the product or service groups. This shall be in discussion with the User Group.

3.3 Accreditation of RISAB's

3.3.1
The requirements for RISAB's and the description of how accreditation is carried out by the Accreditation Agency is set out in document RISAS/004

3.3.2
The RISAS scheme aims to have sufficient RISABs accredited for each Product and Service Group to provide competition in the market.

3.3.3

RSSB shall manage any unfinished approvals work when a RISAB ceases to operate. RSSB shall manage this activity, including acting as a 'RISAB of last resort', when required. The scheme manager shall be responsible for the process and shall make recommendations for decisions on certification to the RISAS Board, which acts as the signatory.

3.4 Approval of Suppliers

3.4.1

A Company, seeking approval as a RISAS supplier should register on the IT application that it is seeking certification. The company should arrange for a RISAB to carry out the required assessment. The IT application identifies which RISAB's have accreditation for specific Product or Service Group(s). The supplier enters into a contract with its selected RISAB to carry out the assessment against the RISAS Supplier Assessment Module RISAS/003. If successful, certification will be awarded by the RISAB and the supplier is registered on the RISAS IT application for supply of the relevant Product or Service Group(s).

3.4.2

A supplier shall choose to be assessed and certified as either a standard supplier or as an Engineering Change Supplier for each of the Product or Service Groups it has selected. These terms are defined in RISAS/001.

3.4.3

The certification of a supplier by a RISAB confirms compliance with the RISAS requirements. Certification also confirms that a systematic and risk based check has been carried out over the range of relevant requirements using selected Product and Service Groups, that are representative of the overall Product and Service Groups approved in the final scope.

3.4.4

Where a RISAB considers that a supplier is failing to comply with the requirements of RISAS and that it poses a significant risk to the industry, then the RISAB will give the supplier a copy of the draft findings and required actions. This shall be either at or before the close-out meeting. The RISAB should give sufficient information to ensure that the supplier understands the seriousness of the situation.

3.4.5

The supplier shall confirm at the close-out meeting what action(s) are proposed and whether an appeal is to be submitted. The supplier shall have three working days to appeal. The RISAB shall send the formal assessment report to the scheme administrator and the Accreditation Agency within five working days of the assessment together with a signed recommendation that the supplier's certification should be removed. Any appeal should be held in accordance with the appeals process set out in Appendix A. Until any appeal is finalised or agreed actions undertaken, no further product shall be delivered.

3.4.6

Following completion of the appeals process, the RISAS Board shall notify the scheme manager of the outcome. If it concludes that a supplier has been found to be posing a significant risk to the industry, the supplier shall be encouraged to raise a National Incident Report. In lieu of this the scheme manager may raise a National Incident Report in accordance with the requirements set out in GE/RT8250. An overview of the appeals and feedback process is contained in the diagram at Appendix B.

3.4.7

A supplier whose certificate is due to expire shall arrange for a re-assessment to be carried out in sufficient time for any required actions to be closed out prior to a certificate being issued. It is permitted for a RISAB to issue an interim certificate, should the original certificate run out. The RISAB shall satisfy itself that in issuing such a certificate it will not create any additional risks to the industry and that there is a rigorous plan to close out required actions.

3.4.8
If a supplier, who is not currently certified for a Product Group, fails an Assessment for the Product Group, the result shall not be published on the RISAS website or emailed to users. Where a RISAB considers that a supplier's failure to demonstrate compliance with the requirements of RISAS poses a significant risk to the industry, then the RISAB shall complete the assessment in accordance with 3.4.4, 3.4.5 and 3.4.6, subject to the following change to the final sentence of 3.4.6, which for the purposes of this clause will be taken to read 'Until any appeal is finalised or agreed actions undertaken, no further product should be delivered'.

3.5 Appeals

3.5.1
An appeal on any decisions taken within RISAS by the Accreditation Agency or RISAB's can be made to the RISAS Board. Procedures for appealing against any decisions are set out in Appendix A

3.5.2
Where the Accreditation Agency considers that a RISAB is not complying with the requirements of RISAS and their continued accreditation work poses a risk to the rail industry, then the Accreditation Agency shall immediately inform the RISAB of its findings. The RISAB shall have three working days to confirm what action is proposed and whether an appeal is to be submitted. The Accreditation Agency shall provide its report within two working days to the Scheme Manager.

3.5.3
Where a RISAS certified supplier fails an assessment or the scheme manager informs the certified supplier that it should have its certification withdrawn, then the supplier shall confirm what action is proposed, including whether an appeal is to be submitted within five working days from receipt of notification.

3.6 Feedback

3.6.1
RISAS, the RISAS website and associated IT application, is used and accessed by a wide range of suppliers and users in the rail industry, all of whom are permitted use the procedure described in this section for submitting feedback.

3.6.2
Feedback about RISAS, such as the performance of accredited RISABs or certified suppliers, on any general aspect of RISAS is used to assist in the development and improvement of the scheme. Feedback should be submitted, by any user, via the IT application to the scheme administrator.

3.6.3
Feedback can be logged on the IT application by the scheme administrator. The scheme administrator deals with and answers issues raised in the feedback. Where an issue raised in feedback that is of a difficult or strategic nature, the scheme administrator should seek support from and if necessary pass it to the RISAS scheme manager for resolution. The scheme manager shall investigate and resolve the issue with support where appropriate from the RISAS accreditation agency manager. Where necessary the RISAS scheme manager shall submit the feedback and the outcome of the investigation to the RISAS Board for adjudication.

3.6.4
Where a customer has a complaint about a product produced by a RISAS certified supplier, then the customer should first attempt to resolve it directly with the supplier under the terms of their contract. RISAS is not the primary service for resolving any such disputes. However, feedback of any serious issues related to RISAS certificated supplier's which may have wider industry implications, and on any general aspect of RISAS which will assist in the development and improvement of the scheme is particularly welcomed and will be actively encouraged.

Note: Urgent safety related defects are notified via National Incident Reports which meet the requirements set out in GM/RT8250. It is only intended that additional issues relevant to RISAS are raised through RISAS. The RISAS Board also review NIRs. Suppliers are not permitted to see when a complaint has been raised against them on the IT application, as complainants reserve their confidentiality. The scheme administrator, scheme manager or, where appropriate, the RISAS Board raise issues with a supplier.

3.6.5
A RISAB will not be able to see feedback from a supplier on the IT application when a complaint has been raised against it as supplier confidentiality is kept. The Accreditation Agency has the responsibility to raise issues with the RISAB.

3.6.6
The details of all feedback, the respective responses and resolutions, shall be recorded on the IT application. This permits the scheme administrator to view any feedback submitted and is able to sort issues by type and to enter the resolution and date of resolution of the issue. For other concerns (for example an observation by a customer about a supplier), the scheme administrator shall consult the RISAB who had last assessed the supplier. The scheme administrator shall review all feedback submitted within three working days of receipt and respond indicating a likely timescale for resolution of the issue or for a more detailed response.

3.6.7
The RISAS Board is automatically notified by the IT application of any unresolved feedback issues after a period of time defined by the RISAS Board. The RISAS Board is notified by the scheme administrator of all feedback and unresolved issues. The RISAS Board and the scheme administrator can view all feedback issues and their respective resolution.

3.6.8
All users can view the status of feedback submitted by their own company. An overview of the appeals and feedback process is contained in the diagram at Appendix B.

3.7   IT System

3.7.1
As the exact workings of the IT application may change to meet the requirements of the scheme, and in response to recommendations made by users, this section is an overview of the operations of the RISAS IT application. A user guide to the RISAS IT application can be found at: http://www.risas.co.uk/RISAS/RISAS_Marketing/RISAS_Website_Guide.html. The RISAS IT application can be accessed via www.risas.co.uk. From here visitors can view / download key scheme documents (including this one) as well as briefing notes / guidance documents and an archive of the historic versions of the scheme documents.

3.7.2
In order to use the IT application (other than to access documentation) the applicant will need to log in. In order to log in the applicant will need to register a user account. Registering an account is free and is available to anyone working in the rail industry. Following the onscreen instructions the applicant will be asked to input some contact information and will be asked to select the organisation which they work for from a list. If the applicants company is not in the list they should simply select 'not in list' if selected the applicant will be taken to a second page which asks for some information about the company.

3.7.3
When the application has been completed and submitted the scheme administrator will process the application. If accepted the user will receive (by email) their randomly created password and memorable date.

3.7.4
If not accepted the scheme administrator will notify the applicant and RISAS scheme manager of the reasons for rejection.

3.7.5

In order to log in, the registered user (see 3.7.2, 3.7.3 and 3.7.4) needs to follow the onscreen instructions, inputting the email address which they registered with, as well as their password and memorable date. If the user has forgotten their password they can use the 'forgotten password' button in order to have a new password emailed to them.

3.7.6

User accounts may become locked out due to prolonged periods of inactivity or from repeated attempts to login with incorrect information. Every organisation has one user (see 'SPOC' in 3.7.7) who can unlock their own users' accounts.

3.7.7

Every organisation will have a 'Single Point of Contact' (SPOC) who has extended rights on the RISAS website. These rights include the ability to update the organisation's contact information, the ability to lock / unlock user accounts (for users associated to the SPOC's company) and the ability to apply for accreditation and / or certification. As each organisation needs one SPOC by default, the first user to register from any company will automatically become the SPOC, this can be passed on by the SPOC to any other user registered as a user at the same company.

3.7.8

Registered users are able to change their password and memorable date, they are also able to, and are responsible for updating their own contact information. If there is a change to the user's email address this shall be done by the scheme administrator. This change can be requested via email, or by raising an item of feedback.

3.7.9

Users are able to view a list of all certified suppliers as well as a list of accredited RISABs. Users are also able to view the scope of and limitations on, any certification / accreditation. Users can download copies of certificates but are reminded that these are a snapshot of the approval on the day and at the time that the certificate is printed. Users should always check the website for the up-to-date information. Each organisation can also elect to track certain products of interest to them by using the 'product tracker' function which is available to SPOCs.

3.8 User Group

3.8.1

A user group has been established to support the scheme manager and the RISAS Board in improving the RISAS Scheme. Attendance is by invitation from the scheme manager however, anyone that is interested in becoming a member of the user group can offer to become a member by application to the RISAS Scheme Manager. Membership of the user group shall be from across the industry, this gives a representative cross section of users across industry. Members should have experience of the RISAS scheme and the IT application.

3.8.2

The terms of reference of the User group are:

- Review all aspects of the RISAS scheme including performance and the IT application.
- Share best practice and improve operation of the scheme.
- Create relevant key performance indicators for the scheme.
- Make recommendations for detailed changes to the product and service groups.
- Make recommendations on changes to the RISAS Scheme.
- Make recommendations on changes to the IT application.

3.9   **RISAB Managers Meeting**

3.9.1
A RISAB managers meeting has been established which provides an additional forum to the RISAB conference. This is intended as a working session and the meeting is based on the model utilised by the UK NoBo forum. The meeting agenda focuses on the 'issues of the day' and provides an additional mechanism to aid in the understanding and consistent assessment and certification of suppliers in accordance with RISAS/003 which ensures that the principles and requirements of RISAS are met .

3.9.2
The initial terms of reference of the RISAB Manager's meeting are:

- Review all aspects of RISAS/003 and related documents.
- Share best practice and improve understanding and consistency of RISAS assessments / certification.
- Make recommendations on changes to RISAS/003 and related documents.

3.10   **Customers**

3.10.1
Throughout the supply chain for critical products and services customers are key to the successful implementation of RISAS. The IT application provides details of approved suppliers for the different product and service groups, which are listed on it. By interrogation of the system, customers establish a list of potential suppliers for their product.

Part 4   Review

4.1   **Introduction**

4.1.1
One of the principles embedded within the RISAS scheme is continuous improvement. This applies to all stakeholders in the scheme, not just to the certified suppliers.

4.1.2
The improvement brought about by the Scheme must be demonstrable. Statistics demonstrating the effectiveness of the scheme shall be developed by the RISAS Scheme Manager and made available to industry.

4.2   **RISAS Scheme**

4.2.1
The scheme manager shall review the RISAS scheme on an on-going basis, to ensure that it continues to meet the requirements set out by the RISAS Board. This shall include a review of applicable statutory, mandatory and related industry requirements.

4.2.2
Where guidance is required on the RISAS scheme, the scheme manager shall be responsible for issuing guidance notes that clarify how the RISAS scheme is applied. The user group will be the normal forum for discussion about guidance notes, prior to issue.

4.3   **Feedback**

4.3.1
The scheme manager shall develop monitoring and feedback arrangements to review the performance of the scheme. The feedback shall contain a number of different elements which are outlined below. The scheme manager shall provide to the RISAS Board reports covering the feedback at each RISAS Board meeting.

4.4   Accreditation

4.4.1
The accreditation agency manager shall report on the number of RISAB's and the scope of their accreditation. The report shall highlight concerns when there is a shortage of competence identified for a specific product or service group. The accreditation agency manager shall also report on the performance of the RISAB's.

4.5   Assessments

4.5.1
The scheme manager shall report on the number of assessments carried out by the certified RISABs, this shall also include the product and service groups covered. Key issues arising from these assessments will also be highlighted.

4.6   Performance

4.6.1
The scheme manager and certified suppliers shall agree performance indicators which demonstrate what changes have occurred as a result of the supplier gaining RISAS certification. These indicators shall be published by the RISAS scheme manager, in an anonymous format, to provide industry with the oversight and the benefits that the RISAS scheme has brought.

4.6.2
The scheme manager will also liaise with suppliers and their RISABs when significant incidents occur affecting a RISAS approved supplier. Decisions on withdrawing certification, communicating the results of the investigation to the industry and lessons learnt are dealt with on a case by case basis. This shall be in conjunction with the Accreditation Agency manager and, where necessary, the RISAS Board.

4.7   Industry Sources

4.7.1
RSSB has a monitoring system in place looking at significant incidents, covering a number of industry sources. These include, for example:

- NIR on-line.
- CIRAS reporting.
- RAIB reports.
- National incident log.

4.7.2
The scheme manager shall arrange to be notified of information appearing in such sources which is relevant to RISAS and arrange for any necessary investigations to be carried out. The outcome of these investigations is dealt with on a case by case basis.

Part 5   Management

5.1   Introduction

5.1.1
This section describes the activities to be carried out in order for the RISAS scheme to develop.

5.2   Business Plan

5.2.1
The scheme manager shall develop the five year business plan. The business plan shall be reviewed by the Accreditation Agency Manager. The plan shall be updated each year. Chapters of the plan should include the following:

- Vision.
- Objectives.
- The plan.
- Risk.
- Monitoring and review.

5.2.2
The plan shall be reviewed prior to finalisation of the budget cycle by the RISAS scheme manager, so that the new year 1 plan becomes the budget for that year, with priorities set by the RISAS Board depending on the final budget settlement.

5.2.3
The scheme manager shall prepare a draft of the revision to the business plan which is approved by the RISAS Board.

5.3   Objectives

5.3.1
Year 1 of the business plan shall become the budget requirements for that year. Where the budget settlement does not permit all the activities to take place, the Scheme Manager shall recommend the priority actions, which should be carried out, to the RISAS Board. The RISAS Board shall sign off the priority actions for the year, which shall then be the objectives for the Scheme Manager and the Accreditation Agency Manager for that year.

5.4   Budget

5.4.1
The business plan and the budget are two elements of the same process. The process, covering both the RISAS scheme budget and the Accreditation Agency budget, shall be carried out in accordance with the requirements set out in the RSSB budgeting process.

5.5   Communications

5.5.1
One of the essential delivery methods to improve the take up of RISAS in the relevant areas is communication. Once the Business Plan has been approved, a communications strategy needs to be agreed so that there is effective dissemination of progress on the RISAS scheme to customers and certified suppliers. Delivery of the communications strategy is be one of the objectives for the Scheme Manager.

5.6 Scheme Administrator

5.6.1
The IT application, set out in Section 3.7, is managed by the scheme administrator. The scheme manager shall be is responsible for the IT system, ensuring it:

- Is user friendly.
- Is capable of being amended to take account of changes to the RISAS scheme.
- Has a high level of data integrity.

5.6.2
The scheme administrator shall ensure that the IT application is operated and maintained effectively and that users have access to manuals and training aids to support the operation of the system.

5.6.3
The scheme administrator shall also manage any updates to the IT application. This should include liaison with the system provider.

5.6.4
The scheme administrator shall provide support to the scheme manager and Accreditation Agency manager, producing statistics for the RISAS scheme and processing paperwork. So far as possible, all documents should be transmitted electronically.

5.6.5
The Scheme Administrator shall be managed by the Scheme Manager.

Part 6   Governance

6.1 RISAS Board Meetings

6.1.1
The scheme manager shall act as meetings manager to the RISAS Board, with the scheme administrator acting as secretary. Operation of the RISAS Board is described in RISAS/002. The RISAS scheme manager shall:

- Develop and agree the agenda for each RISAS Board meeting with the RISAS Board chairman.
- Circulate the agenda and papers for each meeting no less than five working days before the meeting,
- Produce and circulate draft minutes no more than five working days after the meeting,
- Submit the final minutes of the previous RISAS Board meeting at the next RISAS Board meeting for approval.

6.1.2
The scheme manager shall submit proposed dates for future RISAS Board meetings for agreement by the RISAS Board at least six months in advance of those meetings. The scheme manager shall arrange that a suitable venue is available for each RISAS Board meeting.

Appendix A RISAS Appeals Process

A.1 Introduction

A.1.1
This process is used for appeals by suppliers against, for example, a RISAB's Assessment result, by a RISAB against the Accreditation Agency's accreditation result or where any certificate is withdrawn as a result of feedback on performance.

A.1.2
Compliance with the RISAS scheme documents is defined within contracts set up between various parties within the scheme. This appeals process is a method of resolving disputes over the outcome of work carried out under these contracts and, as such, should be seen as subject to normal contract law.

A.2 Purpose of Appeals Process

A.2.1
The appeals process has been set up to allow the parties involved to resolve any disputes, without recourse to remedies available under the law.

A.3 Principles of Process

A.3.1
The parties involved in the process are:

- The appeals panel, which will hear and determine the output of any appeal.
- The dispute parties, who are:
  - The party making the appeal.
  - The party whose decision is being appealed.

A.3.2
All the representatives on the appeals panel will act impartially, not on behalf of any industry category.

A.3.3
The dispute parties shall:

- Co-operate with the appeals panel and with each other.
- Conduct themselves in good faith.
- Avoid antagonistic or unduly adversarial behaviour.
- Provide all material requested by the appeals panel for consideration at appeal.

A.3.4
The appeals panel and the disputes parties will bear their own costs, unless the appeals panel considers that:

- The conduct of one party was such that an order for the costs of the hearing to be paid by that party should be made.

  Or

- The appeal was frivolous, therefore an order for costs against the appealing party should be made.

A.3.5
The Chair of the appeals panel shall be the chair of the RISAS Board, unless another Board member is considered more appropriate by the Chair, or a conflict of interest is perceived. There shall be a minimum of two other members, picked by the chair. The RISAS scheme manager shall act as secretary to the appeals panel.

A.3.6
The appeal process shall be operated in a timely manner.

A.3.7
Each dispute party shall be represented by persons they deem are competent to do so. Where the representative is also a witness, they shall be able to fulfil both roles.

A.4   Appeals Process

A.4.1
Initially, both parties should try and resolve their issues. An appeal should only be made following closure of these discussions.

A.4.2
Formal notice should be given by the party making the appeal to both the secretary of the appeals panel and the other party. This shall provide:

- Background and scope of the assessment, accreditation or certificate relevant to the appeal.
- A summary of the basis for the appeal.

A.4.3
The appeals panel secretary shall set a date and time, within 28 days of receiving the notice, for an appeal hearing,

A.4.4
The appeals panel chair shall identify two other members for the panel. If considered appropriate, taking into account any representations made by the dispute parties, the chair may also invite an independent party onto the appeal panel.

A.4.5
The appeals panel secretary shall maintain a list of suitable candidates for the appeal panel. Details of the members of the appeal panel shall be advised to the parties, who, if they have significant concerns over the membership, may request alternatives.

A.4.6
Both dispute parties shall submit details of the events that have led up to the appeal, no later than seven days before the date of the appeal. This shall be submitted electronically to the other dispute party and the secretary of the appeals panel. The disputed party shall advise of any witnesses they intend to bring.

A.4.7
The chair of the appeals panel shall have jurisdiction of how the panel will operate, taking into account the following standard process:

- The appeal panel, including the secretary shall review the documentation submitted before the appeal meeting.
- At the opening of the hearing each party shall make an initial statement, of not more than ten minutes in length. This should relate to the detail of the appeal and not to the consequences of the outcome.
- Witnesses shall be interviewed, both by the panel and by one representative from the other party.
- Following completion of the review of evidence, each party shall make a closing statement, not exceeding ten minutes in length.

A.4.8
Once the appeal panel review has been completed, the panel shall meet in private to consider its views. The panel should reach a consensus on the outcome of the appeal. This outcome should be based on the following criteria:

- The requirements of the RISAS scheme, as set out in the scheme documents.
- The safety of the rail industry.
- Any other considerations believed relevant by the panel.

A.4.9
During the appeal panel's discussions, the appeals parties should remain available, so that further questions can be asked. If consensus cannot be reached, the appeal panel shall determine what will resolve their differences and adjourn the process until this has happened.

A.4.10
The appeals panel secretary shall take minutes of the appeal panel hearing, so that the basis of the judgement has been recorded.

A.4.11
Once the appeal panel has reached consensus, the appeal panel chair shall arrange for a report to be written that includes as headings:

- Date of hearing.
- Panel members.
- Appeal parties.
- Description of circumstances of appeal.
- Outcome of appeal.
- Reasons for outcome.
- Further actions.

A.4.12
The appeal panel report shall be transmitted by appeals panel secretary to the appeal parties who shall act upon the outcome.

Appendix B Procedures for Appeals and Feedback

B.1   Appeals and feedback flowchart