

RAILWAY Quality Management System

ISO 22163

Duration : 1,5 - 2 days

- 1. General presentation of the standard**
 - 1.1. History - Purpose - Structure
- 2. Context and stakeholders**
 - 2.1. CSR
 - 2.2. Scope and structure of the QMS
- 3. Leadership**
 - 3.1. Quality strategy
 - 3.2. Quality policy
 - 3.3. Roles and responsibilities
- 4. QMS planning**
 - 4.1. Risks and opportunities
 - 4.2. Business continuity
 - 4.3. Quality objectives
 - 4.4. Changes
- 5. Human resources**
 - 5.1. Skills - Knowledge - Training
- 6. Material resources**
 - 6.1. Equipment - Infras - Tools
 - 6.2. Metrology
- 7. Documented information management**
- 8. Operational (product realisation)**
 - 8.1. Requirements management - Tenders - Contracts
 - 8.2. Project management
 - 8.3. R&D
 - 8.4. External providers - Purchasing
 - 8.5. Production
 - 8.5.1. Process validation - FAI
 - 8.5.2. Scheduling
 - 8.5.3. Special processes
 - 8.5.4. Machines - Tools
 - 8.5.5. Traceability
 - 8.5.6. Preservation
 - 8.5.7. After-sales
 - 8.6. Product release
 - 8.7. Production non-conformities
- 9. RAM - Safety / LCC**
- 10. Obsolescence**
- 11. Performance evaluation (Check) and Improvement**
 - 11.1. KPI
 - 11.2. Customer satisfaction
 - 11.3. Audit
 - 11.4. Management review
 - 11.5. System non-conformities
 - 11.6. Continuous improvement