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Railway applications — Rail project planning process —

Part 1: Stakeholders and their needs/ interests

Applications ferroviaires - Processus de planification de projets ferroviaires —

Partie 1: Partie prenantes et leurs besoins/intérêts

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2. www.iso.org/directives

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is ISO/TC 269, *Railway applications*.

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Introduction

Railway represents an efficient transport mode to overcome societal and environmental issues, such as economic growth, road traffic congestion, pollutant emission reduction, accessibility, and so on. Therefore, rail projects can provide great benefits for people all over the world. However, desired outcomes cannot always be gained, since all rail projects are influenced by many external factors and conditions as well as by stakeholder's expectations. It therefore takes time and there are costs involved in identifying conditions and translating stakeholder's expectations into specifications and requirements.

Expectations and conditions can be both the same or they can differ among projects. These expectations and conditions are identified, analysed, prioritized and taken into account while advancing the project. If not, the project may not produce the expected benefits and results in a waste of time and money. In order to avoid such a waste, these factors are generalized and standardized as much as possible.

By better identifying stakeholders, taking into account their needs as well as external conditions, project planning can be optimised. The project's management will then proceed more smoothly after the planning stage, with expected benefits on costs, quality and delivery.

It is expected that this series of documents will be useful to contracting entities for:

— identifying and prioritizing needs, interests and conditions;

— assuring the coverage of all relevant regional and environmental conditions;

— advancing technical and financial optimization of a project.

In addition, this series of documents will be useful to suppliers for:

— preparing an optimum proposal;

— minimizing time and cost in the planning stage; and

— clarifying their role and related responsibility in justifying the plan of a project to the relevant contracting entity.

Therefore, both clients and suppliers will be able to promote rail projects smoothly while contributing to rail development. This series of Technical Reports will be developed as two provisional groups:

— Part 1 Stakeholders and their needs/interests; and

— Part 2 Conditions.

Pending approval of ISO/TC 269, additional standards will be developed using those reports, addressing correlation, interaction and causality.

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Railway applications — Rail project planning process —

Part 1:
Stakeholders and their needs/interests

1 Scope

This document aims to identify typical stakeholders of rail projects and their generic needs/interests and does not interfere with existing national and local laws, legal requirements and regulations. It covers only the planning stage of rail projects and does not cover the execution stage. Any type of rail project is included (building a new line, retrofitting or upgrading existing lines or changes of operation or maintenance). In this document, needs/interests of stakeholders are dealt with as issues, which are subject to modification or change by all stakeholders concerned in the project.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply. ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at http://www.electropedia.org/

— ISO Online browsing platform: available at http://www.iso.org/obp

3.1
construction
erection of railway-related facilities excluding vehicles

3.2
contracting entity
entity, whether public or private, which orders the design and/or construction or the retrofitting or upgrading system/articles related to railway

3.3
feasibility study
study to identify and analyse a problem and its potential solutions to determine their viability, costs, and benefits

[SOURCE: ISO/IEC 2382-20:1990 (EN), 20.02.02]

3.4
life-cycle
consecutive and interlinked stages of a product system, from raw material acquisition or generation from natural resources to final disposal

[SOURCE: ISO 14025:2006 (EN), 3.20]

3.5
manufacturing
production of railway vehicles and railway-related products

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3.6
need
prerequisite identified as necessary to achieve an intended outcome, implied or stated

[SOURCE: ISO/IEC 25063:2014 (EN), 3.19, modified, removed reference to user]

3.7
pre-feasibility study
preliminary study of a feasibility study

3.8
rail project
unique set of processes consisting of coordinated activities with start and end dates, performed to create or change a unique railway product, system, operation or service

[SOURCE: ISO 21500:2012 (EN), 3.2, clarified for railways]

3.9
railway operation
work, activities, or processes, such as driving a train, accommodating passengers/cargos or diagramming, conducted by a business or organization

3.10
retrofit(ting)
incorporation of new technology or new design parts resulting from an approved engineering change to an already supplied item in order to maintain performance

[SOURCE: IEC/TS 61400-26-1, ed. 1.0, modified, “In order to maintain performance” added.]

3.11
safety
freedom from unacceptable risk of harm

[SOURCE: IEC 62278: 2002, 3.35]

3.12
service
result of activities between a supplier and a customer, and the internal activities carried out by the supplier to meet the requirements of the customer

[SOURCE: ISO/IEC Guide 14:2003]

3.13
stakeholder
individual or organization having a right, share, claim or interest in a system or in its possession of characteristics that meet their needs and expectations

[SOURCE: ISO/IEC 27032:2012 (EN), 4.45]

3.14
supplier
party that produces, provides, or furnishes an item or service

[SOURCE: ISO 28219:2009 (EN), 10.30]

3.15
upgrading
incorporation of new technology or new design parts resulting from an approved engineering change to an already supplied item in order to improve performance

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