

## **Importance of certification in the railway industry**

The importance of certification in the railway industry cannot be overstated, as it serves as a crucial mechanism to ensure safety, reliability and quality in all aspects of rail operations. With millions of passengers relying on railways for daily commuting and transport of goods across countries, it is essential to maintain the highest standards to protect lives and prevent accidents.

Certification can also include environmental standards and sustainability measures. By promoting environmentally friendly practices and technologies, railways can reduce their carbon footprint and contribute to the global effort to combat climate change.

At Dellner, we particularly focus on these aspects, as they are one of our priorities: Safety Quality Delivery Cost. All Dellner sites around the world are regularly audited and certified to track improvements and meet the highest standards for our customers, suppliers and employees, who are in fact railway passengers too.

Dellner has been awarded the following certificates:

### **ISO/TS 22163 (IRIS): International Railway Industry Standard (including ISO 9001)**

ISO/TS 22163 is a standard that outlines the business management system requirements specifically designed for rail organisations. It draws significant inspiration from ISO 9001, a widely recognised quality management system standard used by numerous companies worldwide. Moreover, ISO/TS 22163 incorporates specific provisions customised to meet the high-quality business management needs of the railway sector.

This standard acts as a proven formula, encompassing the most effective practices for managing rail businesses successfully. It is built upon essential quality management principles, including a strong emphasis on customer satisfaction, active engagement of top management, adopting a process-driven approach, and fostering continual improvement.

By implementing ISO 9001 alongside ISO/TS 22163, Dellner can ensure the consistent delivery of superior products and services to our customers. This

consistency not only cultivates trust and satisfaction among customers but also offers various advantageous outcomes for the business itself. By obtaining ISO 9001 and ISO/TS 22163, Dellner establishes robust business practices that focus on quality and customer satisfaction, ensuring the highest standards in the railway sector and reaping numerous business benefits as a result.

### **ISO 14001**

ISO 14001 lays down the guidelines for creating an environmental management system that can be subject to certification. This standard offers a structured blueprint that Dellner can adopt to establish an efficient environmental management framework. The company can use this standard to demonstrate its dedication to evaluating and enhancing its environmental performance.

Through ISO 14001 certification, both Dellner's management and employees, as well as external stakeholders, can be confident that the organisation is actively monitoring and taking tangible steps to improve its environmental impact. This assurance fosters trust and support from our customers, partners and the community, underscoring Dellner's commitment to sustainable and environmentally friendly practices in its operations.

### **ISO/IEC 17025**

ISO/IEC 17025 is a standard that outlines the basic criteria for competence, impartiality and consistent operations of laboratories. This standard is designed to apply to all organisations, including Dellner, that engage in laboratory activities, regardless of their size or number of employees.

Holding the ISO/IEC 17025, Dellner demonstrates its competence, credibility, and adherence to best practice in laboratory operations. This certification ensures that Dellner's laboratory operations meet the highest standards of accuracy, reliability and impartiality, providing assurance to customers about the quality of work and test results. It signifies Dellner's commitment to maintaining a high level of competence and consistency in laboratory practices, enhancing the company's reputation and trust within the industry.

## **ECM, Entity in Charge of Maintenance**

Being certified by an Entity in Charge of Maintenance (ECM) means significant safety implications in the European railway system. The certificate ensures that vehicles under its supervision operate safely and reliably through a comprehensive maintenance system.

The certification plays a crucial role in providing evidence of Dellner's accountability and the traceability of maintenance activities carried out on couplers. Dellner holds the ECM F2 & F4. ECM F2 on maintenance development verifies that Dellner is able to establish, manage, and develop the maintenance specifications for OEM and Non-OEM coupler overhauls. The ECM F4 on maintenance delivery confirms that Dellner is capable of performing couplers maintenance.

By holding ECM certification, Dellner showcases its commitment to safety and high maintenance standards, thus building confidence among customers and regulatory authorities. This certification not only strengthens Dellner's position as a responsible player within the railway industry, but also contributes to the overall safety and efficiency of the European rail network.

## **EN 15085 Welding of Railway Vehicles and Components**

The EN 15085 is a set of guidelines that lay out the criteria for assessing and approving manufacturers in relation to their welded products and services. Compliance with this standard is crucial, as without the required approval, welded products may not be deemed suitable for operation in the rail industry. In essence, EN 15085 serves as a comprehensive compliance framework for manufacturers, forming an integral part of the overall compliance process for rail equipment. Dellner proudly holds this certificate which demonstrates its commitment to meeting these rigorous standards. It continuously strives to enhance the quality of services, a dedication that has earned Dellner the trust of safety-focused operators. By maintaining the highest standards and constantly improving the offerings, Dellner has effectively addressed any potential issues with their rolling stock, leading to smooth operations and satisfied customers.

To summarise, Dellner's compliance with certification and its ongoing pursuit of excellence in quality assure its customers that Dellner is a reliable and trusted partner in the rail industry, ensuring the safety and efficiency of their rolling stock and contributing to the overall integrity of rail equipment compliance.