



SLOVENSKI STANDARD

SIST EN 60300-3-16:2009

01-januar-2009

Upravljanje zagotovitljivosti - 3-16. del: Navodilo za uporabo - Smernice za specificiranje storitev za podporo vzdrževanju (IEC 60300-3-16:2008)

Dependability management - Part 3-16: Application guide - Guidelines for the specification of maintenance support services (IEC 60300-3-16:2008)

Zuverlässigkeitsmanagement - Teil 3-16: Anwendungsleitfaden - Anleitung zur Spezifikation der Dienstleistungen für die Instandhaltungsunterstützung (IEC 60300-3-16:2008)

Gestion de la sûreté de fonctionnement - Partie 3-16: Guide d'application - Lignes directrices pour la spécification des services de support de maintenance (CEI 60300-3-16:2008)

Ta slovenski standard je istoveten z: EN 60300-3-16:2008

ICS:

03.120.01	Kakovost na splošno	Quality in general
21.020	Značilnosti in načrtovanje strojev, aparatov, opreme	Characteristics and design of machines, apparatus, equipment

SIST EN 60300-3-16:2009

en,fr

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN 60300-3-16:2009](#)

<https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009>

EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 60300-3-16

November 2008

ICS 03.100.40; 03.120.01

English version

**Dependability management -
Part 3-16: Application guide -
Guidelines for specification of maintenance support services
(IEC 60300-3-16:2008)**

Gestion de la sûreté de fonctionnement -
Partie 3-16: Guide d'application -
Lignes directrices pour la spécification
des services de support de maintenance
(CEI 60300-3-16:2008)

Zuverlässigkeitsmanagement -
Teil 3-16: Anwendungsleitfaden -
Anleitung zur Spezifikation
der Dienstleistungen
für die Instandhaltungsunterstützung
(IEC 60300-3-16:2008)

**iTeh STANDARD PREVIEW
(standards.iteh.ai)**

This European Standard was approved by CENELEC on 2008-11-01. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CENELEC member into its own language and notified to the Central Secretariat has the same status as the official versions.

CENELEC members are the national electrotechnical committees of Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

CENELEC

European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

Central Secretariat: rue de Stassart 35, B - 1050 Brussels

Foreword

The text of document 56/1271/FDIS, future edition 1 of IEC 60300-3-16, prepared by IEC TC 56, Dependability, was submitted to the IEC-CENELEC parallel vote and was approved by CENELEC as EN 60300-3-16 on 2008-11-01.

The following dates were fixed:

- latest date by which the EN has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2009-08-01
- latest date by which the national standards conflicting with the EN have to be withdrawn (dow) 2011-11-01

Annex ZA has been added by CENELEC.

Endorsement notice

The text of the International Standard IEC 60300-3-16:2008 was approved by CENELEC as a European Standard without any modification.

In the official version, for Bibliography, the following note has to be added for the standard indicated:

In the official version, for Bibliography, the following notes have to be added for the standards indicated:

ISO 9000

NOTE Harmonized as EN ISO 9000:2005 (not modified).

[SIST EN 60300-3-16:2009](https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009)

<https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009>

Annex ZA (normative)

Normative references to international publications with their corresponding European publications

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE When an international publication has been modified by common modifications, indicated by (mod), the relevant EN/HD applies.

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN/HD</u>	<u>Year</u>
IEC 60300-3-2	- ¹⁾	Dependability management - Part 3-2: Application guide - Collection of dependability data from the field	EN 60300-3-2	2005 ²⁾
IEC 60300-3-3	- ¹⁾	Dependability management - Part 3-3: Application guide - Life cycle costing	EN 60300-3-3	2004 ²⁾
IEC 60300-3-10	- ¹⁾	Dependability management - Part 3-10: Application guide - Maintainability	-	-
IEC 60300-3-12	- ¹⁾	Dependability management - Part 3-12: Application guide - Integrated logistic support	EN 60300-3-12	2004 ²⁾
IEC 60300-3-14	- ¹⁾	Dependability management - Part 3-14: Application guide - Maintenance and maintenance support	EN 60300-3-14	2004 ²⁾
IEC 60706-2	- ¹⁾	Maintainability of equipment - Part 2: Maintainability requirements and studies during the design and development phase	EN 60706-2	2006 ²⁾
IEC 62402	- ¹⁾	Obsolescence management - Application guide	EN 62402	2007 ²⁾

¹⁾ Undated reference.

²⁾ Valid edition at date of issue.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN 60300-3-16:2009](#)

<https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009>



IEC 60300-3-16

Edition 1.0 2008-10

INTERNATIONAL STANDARD

NORME INTERNATIONALE

Dependability management –
Part 3-16: Application guide – Guidelines for specification of maintenance
support services

Gestion de la sûreté de fonctionnement –
Partie 3-16: Guide d'application – Lignes directrices pour la spécification des
services de support de maintenance

INTERNATIONAL
ELECTROTECHNICAL
COMMISSION

COMMISSION
ELECTROTECHNIQUE
INTERNATIONALE

PRICE CODE
CODE PRIX

T

ICS 03.100.40; 03.120.01

ISBN 2-8318-1000-6

CONTENTS

FOREWORD.....	3
INTRODUCTION.....	5
1 Scope.....	6
2 Normative references	6
3 Terms, definitions and acronyms	7
3.1 Terms and definitions	7
3.2 Acronyms	8
4 Specification of maintenance support services	8
4.1 Purpose of using maintenance support services	8
4.2 Types of maintenance support services	9
4.3 Basic maintenance support agreements	10
4.3.1 Maintenance labour	10
4.3.2 Spare parts.....	10
4.3.3 Training	10
4.3.4 Repairs and overhauls.....	10
4.3.5 Refurbishment and modifications	11
4.4 Limited service agreements.....	11
4.5 Long term service agreements	11
4.5.1 Purpose.....	11
4.5.2 Scope of a LTSA	12
4.5.3 Performance guarantees	12
4.6 Life cycle aspects.....	12
4.6.1 Design and development phase	12
4.6.2 Operation and maintenance phase	13
4.6.3 Obsolescence.....	13
5 Preparation of service agreements	13
5.1 Management responsibility	13
5.2 Process for selecting a service provider	13
5.3 Purpose of a maintenance support service agreement.....	14
5.4 Preparation of a maintenance agreement	14
5.5 Agreement structure and elements	14
6 Management of maintenance agreements.....	15
6.1 General.....	15
6.2 Communication	15
6.3 Monitoring of agreement.....	15
Annex A (informative) Check-list for agreement structure and elements.....	16
Bibliography.....	22
Figure 1 – Interrelationship between types of maintenance support services.....	9

INTERNATIONAL ELECTROTECHNICAL COMMISSION

DEPENDABILITY MANAGEMENT –

**Part 3-16: Application guide –
Guidelines for specification of maintenance support services**

FOREWORD

- 1) The International Electrotechnical Commission (IEC) is a worldwide organization for standardization comprising all national electrotechnical committees (IEC National Committees). The object of IEC is to promote international co-operation on all questions concerning standardization in the electrical and electronic fields. To this end and in addition to other activities, IEC publishes International Standards, Technical Specifications, Technical Reports, Publicly Available Specifications (PAS) and Guides (hereafter referred to as "IEC Publication(s)"). Their preparation is entrusted to technical committees; any IEC National Committee interested in the subject dealt with may participate in this preparatory work. International, governmental and non-governmental organizations liaising with the IEC also participate in this preparation. IEC collaborates closely with the International Organization for Standardization (ISO) in accordance with conditions determined by agreement between the two organizations.
- 2) The formal decisions or agreements of IEC on technical matters express, as nearly as possible, an international consensus of opinion on the relevant subjects since each technical committee has representation from all interested IEC National Committees.
- 3) IEC Publications have the form of recommendations for international use and are accepted by IEC National Committees in that sense. While all reasonable efforts are made to ensure that the technical content of IEC Publications is accurate, IEC cannot be held responsible for the way in which they are used or for any misinterpretation by any end user.
- 4) In order to promote international uniformity, IEC National Committees undertake to apply IEC Publications transparently to the maximum extent possible in their national and regional publications. Any divergence between any IEC Publication and the corresponding national or regional publication shall be clearly indicated in the latter.
- 5) IEC provides no marking procedure to indicate its approval and cannot be rendered responsible for any equipment declared to be in conformity with an IEC Publication.
- 6) All users should ensure that they have the latest edition of this publication.
- 7) No liability shall attach to IEC or its directors, employees, servants or agents including individual experts and members of its technical committees and IEC National Committees for any personal injury, property damage or other damage of any nature whatsoever, whether direct or indirect, or for costs (including legal fees) and expenses arising out of the publication, use of, or reliance upon, this IEC Publication or any other IEC Publications.
- 8) Attention is drawn to the Normative references cited in this publication. Use of the referenced publications is indispensable for the correct application of this publication.
- 9) Attention is drawn to the possibility that some of the elements of this IEC Publication may be the subject of patent rights. IEC shall not be held responsible for identifying any or all such patent rights.

International Standard IEC 60300-3-16 has been prepared by IEC technical committee 56: Dependability.

The text of this standard is based on the following documents:

FDIS	Report on voting
56/1271/FDIS	56/1290/RVD

Full information on the voting for the approval of this standard can be found in the report on voting indicated in the above table.

This publication has been drafted in accordance with the ISO/IEC Directives, Part 2.

A list of all parts of the IEC 60300 series, under the general title *Dependability management* can be found on the IEC website.

The committee has decided that the contents of this publication will remain unchanged until the maintenance result date indicated on the IEC web site under "<http://webstore.iec.ch>" in the data related to the specific publication. At this date, the publication will be

- reconfirmed,
- withdrawn,
- replaced by a revised edition, or
- amended.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN 60300-3-16:2009](#)

<https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009>

INTRODUCTION

The use of maintenance agreements is now a common means of providing maintenance support services to owners and operators of products, systems and equipment. These services may be included in the initial design and development phase but they may also be considered and implemented during the operation and maintenance phase.

Specification of maintenance support services requires not only the preparation of an agreement but also management and monitoring of services during its implementation. Agreements may be informal arrangements between the two parties or they may entail a formal contract. Maintenance support services can range in scope from simple ones that might entail repair of a specific type of item to long term, inclusive arrangements with guarantees based on a relevant measure of performance.

The agreement must address responsibilities of both the service provider and the company (and possibly the responsibilities of any warrantee service provided, if another company is involved) with respect to scope and level of services, technical arrangements, organizational arrangements, commercial aspects, legal obligations and contractual requirements. This standard deals only with the service aspects of the agreement and not with legal or contractual requirements.

iTeh STANDARD PREVIEW **(standards.iteh.ai)**

[SIST EN 60300-3-16:2009](https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009)

<https://standards.iteh.ai/catalog/standards/sist/fe0dbd39-af24-44af-accd-5439501d59b3/sist-en-60300-3-16-2009>