



SLOVENSKI STANDARD

SIST EN 12507:2006

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Nadomešča:
SIST EN 12507:2001

Transportne storitve – Navodila za uporabo EN ISO 9001:2000 v cestnem in železniškem tovornem transportu, pri skladiščenju ter distribuciji

Transportation services - Guidance notes on the application of EN ISO 9001:2000 to the road transportation, storage, distribution and railway goods industries

Dienstleistungen im Transportwesen - Leitfaden zur Anwendung von EN ISO 9001:2000 auf den Straßen- und Schienengüterverkehr, die Lagerhaltung und die Verteilerindustrie

Services de transport - Conseils relatifs à l'application de l'EN ISO 9001:2000 aux industries du transport routier, du stockage et de la distribution

Ta slovenski standard je istoveten z: EN 12507:2005

ICS:

03.100.10	Nabava. Dobava. Logistika	Purchasing. Procurement. Management of stock
03.120.10	Vodenje in zagotavljanje kakovosti	Quality management and quality assurance
03.220.01	Transport na splošno	Transport in general

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EUROPEAN STANDARD

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Schienengüterverkehr, die Lagerhaltung und die
Verteilerindustrie

This European Standard was approved by CEN on 8 August 2005.

CEN 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 CEN 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 CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

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COMITÉ EUROPÉEN DE NORMALISATION
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EN 12507:2005 (E)**Foreword**

This European Standard (EN 12507:2005) has been prepared by Technical Committee CEN/TC 320 "Transport - Logistics and services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2006, and conflicting national standards shall be withdrawn at the latest by March 2006.

This European Standard supersedes EN 12507:1999.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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Introduction

The introduction of EN ISO 9001 quality management systems to an organization providing national or international goods transport services by road or rail, can present difficulties to those, unused to applying such systems to a service environment. In addition, the frequently expressed split of responsibility for various elements of the transport process can make it difficult to identify just how far that quality management system can be expected to apply.

The guidance provided in this European Standard is designed to assist in resolving these difficulties by highlighting those clauses of EN ISO 9001 where such differences of application, between the more usual production environment and that of transport services, are likely to be found and by indicating what additional actions or precautions should be taken to ensure that the resulting quality management system is effective.

This guidance European Standard does not add any requirement above those mentioned in EN ISO 9001.

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EN 12507:2005 (E)**1 Scope**

This European Standard provides guidelines for the application of EN ISO 9001, Quality management system, to the provision of freight transportation services by road and rail, including storage and distribution activities.

2 Normative references

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

EN ISO 9000:2000, *Quality management systems - Fundamentals and vocabulary (ISO 9000:2000)*

EN ISO 9001:2000, *Quality management systems – Requirements (ISO 9001:2000)*

3 Terms and definitions

For the purposes of this European Standard, the general definitions of EN ISO 9000:2000 and EN ISO 9001:2000 apply.

The term "organization" refers to the service provider.

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4 Quality management system**4.1 General requirements**

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The identified processes should include information on:

- quality aspects of the procedures;
- published rules, regulations, work instruction, etc.;
- quality records;
- contracts on co-operation between forwarding, transit and receiving service providers;
- contracts for performance with sub-contractors;
- training procedures quality system objectives.

No further guidance required.

4.2 Documentation requirements

4.2.1 General

All documentation should be cross-referenced for ease of use. When preparing procedures and instructions, the skills/training of personnel should be considered. Operating procedures should address the requirements of legislation applicable, e.g. speed limits and driving time according to the European Regulation or ADR/RID Directives.

Concerning road transportation:

A 'drivers handbook' on the organization's procedures regarding, for example, the following: daily vehicle inspections and reporting, inspection and acceptance of customer's product, loading/unloading, incident reporting, emergency procedures, inclusion or reference to legislation applicable to drivers, is regarded as an operating procedure and an integral part of the quality system.

No further guidance required.

4.2.2 Quality manual

The quality manual should include:

- scope describing the nature of service provided;
- documented procedures needed to provide the service agreed with the customer, or reference to them; and
- description of the interaction between the processes of the quality management system.

4.2.3 Control of documents

Documents required by the quality management system should include, in addition to the required documented procedures for the provision of the service, applicable national or international standards, codes of practice, legislative requirements, service manuals and data (when maintenance or repair work is completed by the organization) etc.

No further guidance required.

4.2.4 Control of records

Examples of quality records include:

- results from customer surveys and market research;
- quality audit reports;
- agreements with the customer;
- customer complaints, feedback;
- applications for change of services;
- minutes of management reviews;
- personnel training verification;
- subcontractor evaluation documents;