
**Railway applications — Rail project
planning process —**

**Part 1:
Stakeholders and their needs/
interests**

iTeh STANDARD PREVIEW
*Applications ferroviaires - Processus de planification de projets
ferroviaires —*
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Partie 1: Partie prenantes et leurs besoins/intérêts

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Foreword

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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

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received. www.iso.org/patents

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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; [ISO/TR 21245-1:2016](https://standards.iteh.ai/catalog/standards/sist/c7ec44ab-3a25-4acd-81c6-33750da86eb0/iso-tr-21245-1-2016)
- 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

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(ing)

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]

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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

4 Stakeholders and their needs/interests of rail projects

4.1 General

A rail project requires planning. The planning stage of the rail project includes a proposal phase (conceptual planning phase), pre-feasibility study phase and feasibility study phase. From a view of the role/function in the planning stage of the project, project promoters, assessing bodies, funding bodies and decision-makers are generally involved in these phases. This document helps them develop, diagnose and evaluate a plan. The stakeholders playing these roles/functions need to be flexible and fit the planning to different contexts.

As this document is a Technical Report, the following list of stakeholders' needs/interests cannot be treated as exhaustive. Further effort is necessary to enrich the list.

Among these considerations, safety cannot be ignored. Therefore, safety analyses are carried out to minimize the risk of harm. These can be complemented by, for instance, safety evaluations by railway authorities or others (e.g. IEC 62278:2002, local regulations/rules).

Stakeholders and their needs/interests in rail projects are taken into account at the planning stage of the project and include the following:

- Level 1 subclause denotes stakeholders related to the project; and
- Level 2 or subordinate subclause refers to needs/interests which may be possessed by stakeholders denoted in level 1 subclause.

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4.2 Administrative authorities

Administrative authorities are individuals or organizations that have legitimate power and influence on a rail project. Administrative authorities therefore supervise, plan, fund, or approve rail projects in the planning stage. Administrative authorities also have a legislative responsibility/right to influence the rail project through its actions such as issuing orders, issuing permissions, providing guidance and making recommendations.

Cooperation with stakeholders, which is achieved by setting up a council of experts, public hearings, or carrying out assessments, enables efficient adjustment to implement countermeasures against risks from earlier stages of the project.

4.2.1 Safety compliance

Authorities' needs/interests include conformity to any applicable laws, legal requirements and regulations related to safety, which are a potential constraint condition for the project.

4.2.2 Security compliance

Authorities' needs/interests include conformity to any applicable laws, legal requirements and regulations related to security, which are a potential constraint condition for the project.

4.2.3 Environmental compliance

Authorities' needs/interests include conformity to any applicable laws, legal requirements and regulations related to environment, which are a potential constraint condition for the project.

4.2.4 Health protection compliance

Authorities' needs/interests include conformity to any applicable laws, legal requirements and regulations related to health protection, which are a potential constraint condition for the project.