SVENSK STANDARD SS-EN 60300-3-16

Fastställd	Utgåva	Sida	Ansvarig kommitté
2009-04-27	1	1 (1+22)	SEK TK 56

Tillförlitlighetsverksamhet – Del 3-16: Riktlinjer – Specificering av stödtjänster inom underhåll

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

Som svensk standard gäller europastandarden EN 60300-3-16:2008. Den svenska standarden innehåller den officiella engelska språkversionen av EN 60300-3-16:2008.

Nationellt förord

Europastandarden EN 60300-3-16:2008

består av:

– **europastandardens ikraftsättningsdokument,** utarbetat inom CENELEC
– **IEC 60300-3-16, First edition, 2008 - Dependability management - Part 3-16: Application guide - Guideline for specification of maintenance support services**

utarbetad inom International Electrotechnical Commission, IEC.

ICS 03.100.40; 03.120.01

Denna standard är fastställd av SEK Svensk Elstandard,
som också kan lämna upplysningar om **sakinnehållet** i standarden.
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Standarder underlättar utvecklingen och höjer elsäkerheten

Det finns många fördelar med att ha gemensamma tekniska regler för bl a säkerhet, prestanda, dokumentation, utförande och skötsel av elprodukter, elanläggningar och metoder. Genom att utforma sådana standarder blir säkerhetskraven tydliga och utvecklingskostnaderna rimliga samtidigt som marknadens acceptans för produkten eller tjänsten ökar.

Många standarder inom elområdet beskriver tekniska lösningar och metoder som åstadkommer den elsäkerhet som föreskrivs av svenska myndigheter och av EU.

SEK är Sveriges röst i standardiseringsarbetet inom elområdet

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Stora delar av arbetet sker internationellt

Utformningen av standarder sker i allt väsentligt i internationellt och europeiskt samarbete. SEK är svensk nationalkommitté av International Electrotechnical Commission (IEC) och Comité Européen de Normalisation Electrotechnique (CENELEC).

Standardiseringsarbetet inom SEK är organiserat i referensgrupper bestående av ett antal tekniska kommittéer som speglar hur arbetet inom IEC och CENELEC är organiserat.

Arbetet i de tekniska kommittéerna är öppet för alla svenska organisationer, företag, institutioner, myndigheter och statliga verk. Den årliga avgiften för deltagandet och intäkter från försäljning finansierar SEKs standardiseringsverksamhet och medlemsavgift till IEC och CENELEC.

Var med och påverka!

Den som deltar i SEKs tekniska kommittéarbete har möjlighet att påverka framtida standarder och får tidig tillgång till information och dokumentation om utvecklingen inom sitt teknikområde. Arbetet och kontakterna med kollegor, kunder och konkurrenter kan gynnsamt påverka enskilda företags affärsutveckling och bidrar till deltagarnas egen kompetensutveckling.

Du som vill dra nytta av dessa möjligheter är välkommen att kontakta SEKs kansli för mer information.

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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)

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

Ref. No. EN 60300-3-16:2008 E

SEK Svensk Elstandard

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).

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.

Publication	Year	Title	EN/HD	Year
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.

CONTENTS

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.

DEPENDABILITY MANAGEMENT –

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

1 Scope

This part of IEC 60300 describes a framework for the specification of services related to the maintenance support of products, systems and equipment that are carried out during the operation and maintenance phase. The purpose of this standard is to outline, in a generic manner, the development of agreements for maintenance support services as well as guidelines for the management and monitoring of these agreements by both the company and the service provider.

This standard is intended for use by a wide range of suppliers, maintenance support organizations and users and can be applied to all items. For consistency in this standard, the user, operator and owner are referred to as the company and the organization or vendor providing the maintenance support service is called the service provider.

This standard is applicable to items, which include all types of products, equipment and systems (hardware and software). Most of these require a certain level of maintenance to ensure that their required functionality, dependability, capability, economic, safety and regulatory requirements are achieved.

NOTE For consistency, this standard will use the term “item” as defined in 3.1.4, except where the context requires otherwise.

2 Normative references

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.

IEC 60300-3-2, *Dependability management – Part 3-2: Application guide – Collection of dependability data from the field*

IEC 60300-3-3, *Dependability management – Part 3-3: Application guide – Life cycle costing*

IEC 60300-3-10, *Dependability management – Part 3-10: Application guide – Maintainability*

IEC 60300-3-12, *Dependability management – Part 3-12: Application guide – Integrated logistic support*

IEC 60300-3-14, *Dependability management – Part 3-14: Application guide – Maintenance and maintenance support*

IEC 60706-2, *Maintainability of equipment – Part 2: Maintainability requirements and studies during the design and development phase*

IEC 62402, O*bsolescence management – Application guide*