Irish Standard
I.S. EN 60300-3-16:2008

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

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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

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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– latest date by which the national standards conflicting with the EN have to be withdrawn	(dow)	2011-11-01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.

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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).

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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.

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CONTENTS

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.
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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.

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*