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Maintenance - Documentation for maintenance

I.S. EN 13460:2009

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English Version

Maintenance - Documentation for maintenance

Maintenance - Documentation pour la maintenance

Instandhaltung - Dokumente für die Instandhaltung

This European Standard was approved by CEN on 5 March 2009.

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Foreword

This document (EN 13460:2009) has been prepared by Technical Committee CEN/TC 319 "Maintenance", the secretariat of which is held by UNI.

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of an identical text or by endorsement, at the latest by October 2009, and conflicting national standards shall be withdrawn at the latest by October 2009.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 13460:2002.

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

Introduction

Maintenance, as any other function in business, requires a suitable information flow between the different points of its internal organization and with the rest of the functional and organizational units of the business, in order to fulfil its objectives of reaching an acceptable performance.

For the purpose of this European Standard, it is necessary to consider that the different companies organize their functions and divisions according to their specific needs (traditions, market, means, human resources, etc.). Therefore, the organization of the information varies from one business to another. For that reason, this European Standard has been divided into a normative part and informative annexes.

The normative part concerns the first part of the life cycle of the item to be maintained, namely the preparatory phase. When an item is acquired, the acquirer requires certain documentation to maintain and operate the item properly. That appropriate documentation has to be provided by the supplier of the item.

The normative part of this European Standard describes the list of required essential documents for maintenance and gives information on possible contents of each document mentioned in Clause 5. In order to make the standard flexible to the specific needs of user/supplier of the item, the list of information given for each document may be adapted to specific requirements by agreement between user and supplier. This European Standard takes into consideration agreements between parties which affect documentation in such a way that any document may be deleted or replaced totally or partially as agreed in the contract according to EN 13269:2006.

The informative annexes A, B and C concern the operational phase (see 3.6) of the life cycle of the item to be maintained.

The informative annexes, in addition to the normative text, develop the documentation for maintenance having regard to the maintenance function as a part of the quality system of the company. That is, not only the documentation of information which is necessary to manage the maintenance is suggested, but also the documentation to accomplish, at the same time, the quality assurance requirements for maintenance operations.

NOTE Maintenance documents for very large or complex items (e.g. radar systems or nuclear plants) can require a careful and very specific approach that can be significantly different and cannot be faced in detail in this standard.

1 Scope

This European Standard specifies general guidelines for:

- the technical documentation to be supplied with an item, at the latest before it is ready to be put into service, in order to support its maintenance, see Clause 5.
- the documentation of information to be established within the operational phase of an item, in order to support the maintenance requirements, see Annex A.

It is mainly addressed to designers, manufacturers, technical writers and suppliers of documentation.

This standard does not include documents related to training and competences of users, operators and maintenance staff.

This standard may not be applicable to the documentation for the maintenance of software only.

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.

EN 13269, *Maintenance — Guideline on preparation of maintenance contracts*

EN 13306:2001, *Maintenance terminology*

EN 60300-3-14:2004, *Dependability management — Part 3-14: Application guide —Maintenance and maintenance support (IEC 60300-3-14:2004)*

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