MOK Reporting. Intercompany communication

bybanen
BERGEN LIGHT RAIL

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1. Revision

Rev #	Description	Sign	Date
1.0	Draft	CB	01.06.2021
1.1	For use	CB	

2. Introduction

This document describes the communication between Keolis, the operator, Stadler, who is responsible for maintenance, and BBAS who is responsible for onboard equipment.

This document describes the workflow and how to work with bloking of tram/tram release in MOK (SharePoint incidents-list) to ensure that the communication flows through the different entities with the necessary information.

2.1. References

Reference	Document name	Document revision

3. HSE

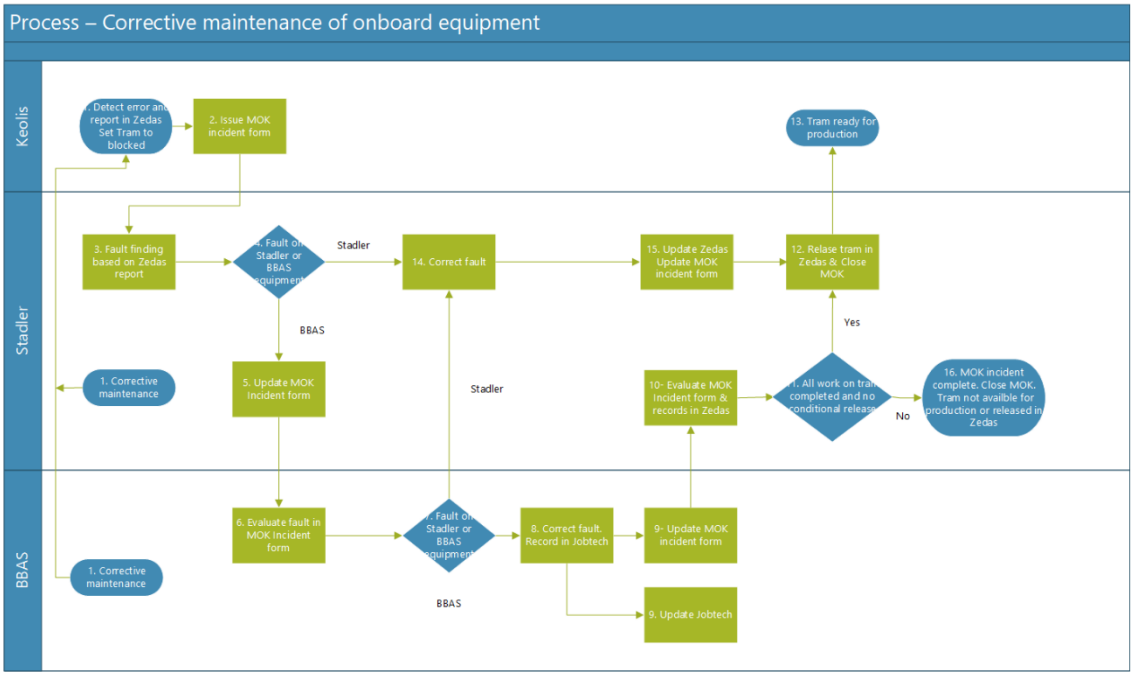
This procedure is implemented to ensure that all repairs goes through a quality control before the tram is released for operation. This will ensure safe operations of all trams that have been in for repair.

All work in the repair shop shall at all times be according to the current applicable HSE regulations.

4. Responsibilities

All three companies (Keolis, BBAS and Stadler) have the responsibility of complying with this process to ensure satisfactory communication and safe operations.

5. Description of the process



This process has been simplified to streamline the communication between Keolis (OCC), Stadler and Bybanen regarding blocking of tram and tram release, eliminating the need for PDF-release papers. The diagram above shows the process flow. At this point in time the process can only be initiated by Keolis observing and reporting an error in MOK. As a later add-on the possibility of both Stadler and Bybanen requesting blocking of tram for repair will be launched (as seen in the process flow).

The process that is handeled in MOK includes the initial communication between OCC, Bybanen and Stadler (blocking and repair), while the final release for operation of a tram between Stadler and Keolis is not included. This will still be handled outside of MOK, using Zedas and established procedures.

<u>Short explanation of MOK-process</u>

A. The process can be initiated can be initiated in 3 ways:
   - ☐ Keolis observes an error and reports it.
   - ☐ <u>To be developed:</u> Stadler requires a tram to be blocked for repair/investigation.
   - ☐ <u>To be developed:</u> Bybanen requires a tram to be blocked for repair/investigation.

B. Keolis writes a report in the MOK. Make sure to fill in all required information. Remember to include Zedas ID for incidents that have been, or is to be, reported in Zedas.

C. Stadler will see in Zedas that there is a case that has to do with blocking of tram. They will have to access MOK to find the respective case.

D. Stadler must make a decision. Is this BBAS equipment or our own?
   - ☐ It is decided that this is BBAS responsibility: Fill in all required information to MOK form. Save the form and push the transfer to BBAS button.

E. A mail to defined personnel in BBAS is issued. Based on the description BBAS can start fault finding.

F. BBAS must make a decision if this is Stadler equipment or BBAS.

- ☐ BBAS responsibility: BBAS have to investigate and repair the issue described in MOK
- ☐ Record the job in Jobtech. Update MOK with all required information. Save the form and push the Release to Stadler button.

G. Stadler to evaluate MOK form and Zedas information. Verify that the work is completed

H. Is the work completed, and there are no other issues described in the MOK or Zedas that prevent the tram for release for operation?
   - ☐ If yes, then release tram in Zedas and close MOK report.
   - ☐ If no, then close the MOK after controlling the work conducted, and continue eith other issues described in Zedas. Do not release the tram in Zedas before this work is finished.

5.1. How to use MOK system

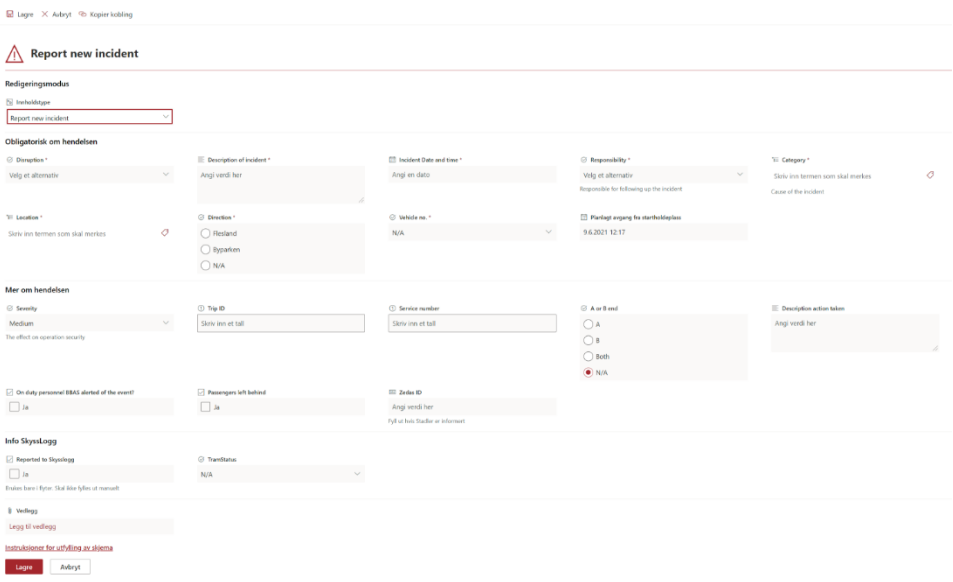
To be able to use the MOK system you will have to be an assigned user. If you are not an assigned user then you will have to contact the technical manager in BBAS.

5.2. Workflow description - MOK

In this part of the document the workflow will be thouroughly explained with the sequential steps of the process.

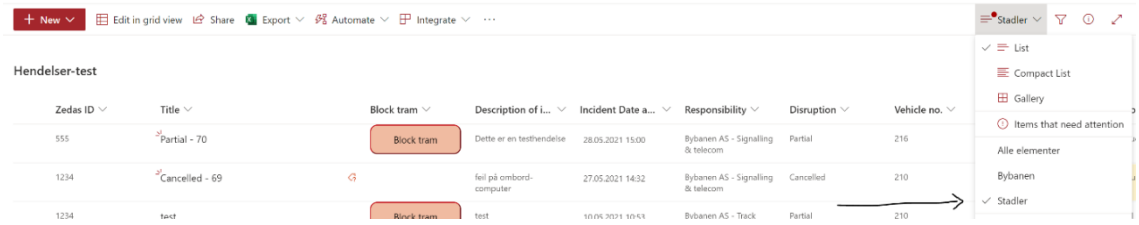
5.2.1. Step 1 – Trigger the process - Keolis (OCC)

1. OCC reports an incident like usual in MOK.
   a. If required, make sure that the incident is also registered in Zedas.
   b. If the incident has led to, or will lead to blocking of tram, the «Zedas ID» needs to be post-registered in the MOK-form after the incident is registered in Zedas. This is very important, as Stadler needs this information to handle the case further.



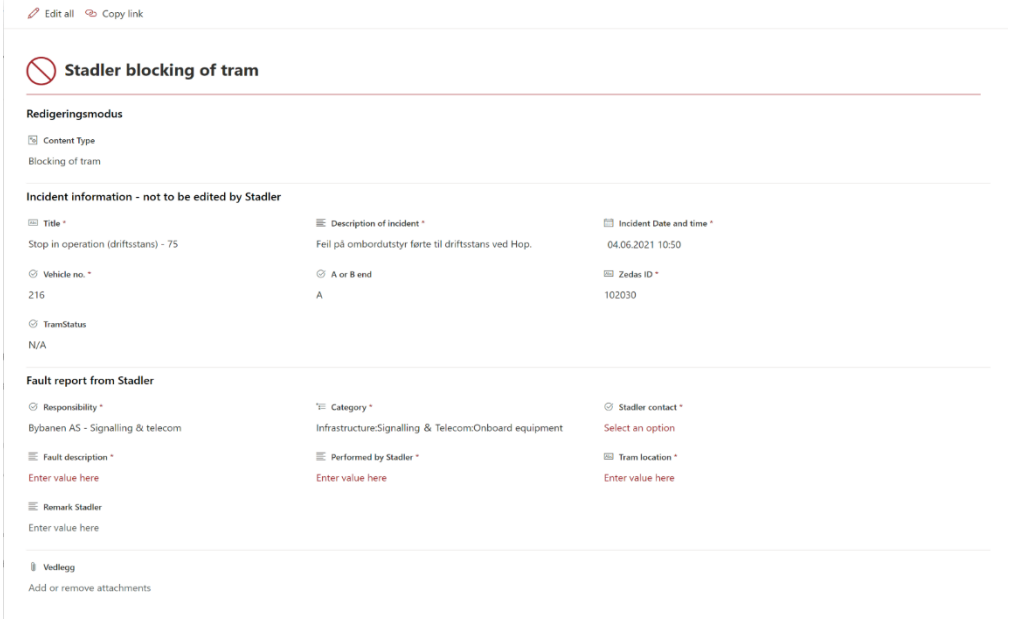
5.2.2. Step 2 - Check the fault - Stadler

1. Stadler will see in Zedas that there is a pending case regarding blocking of tram.
2. Stadler will then have to access MOK using the view named «Stadler» and find the incident with the corresponding Zedas ID.



   a. If you find the incident with the corresponding Zedas ID you will simply have to open this incident by clicking on the title.
   b. If you cannot find the corresponding incident there is a possibility that OCC has not post-registered the Zedas ID for the respective incident. You will then have to access the view named «Alle elementer» and find the incident manually. When having found the right incident, you will have to fill in the Zedas ID by clicking the title of the incident and filling out the field "Zedas ID". You can now close the form and return to the view named «stadler», and the incident will show up here. Open it by clicking the title.

3. Once you have opened an incident it is important to check the «innholdstype/content type», at the top of the form, and see if it is marked as «Blocking of tram». If not, this will have to be changed. Having done this the title «Stadler blocking of tram» will be visible, and the form will look like this:

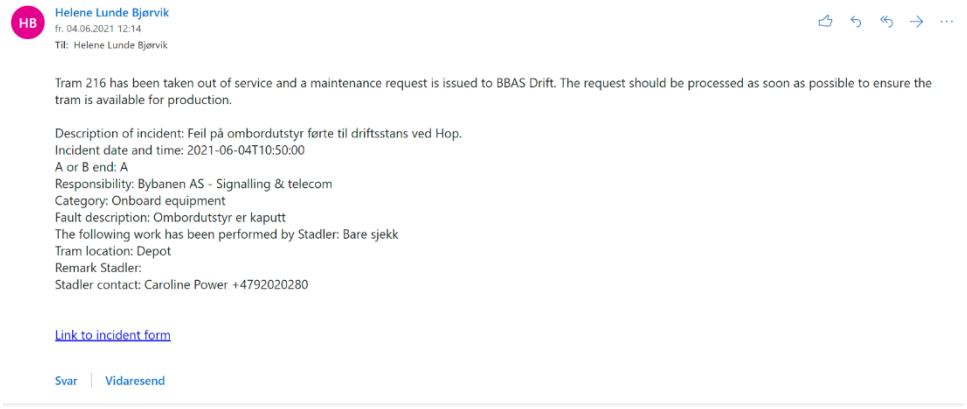


4. Only the bottom part of the form, named "Fault report from Stadler" is to be filled out. This part of the form consists of the following fields (the ones marked with * are mandatory):
    a. Responsibility* - Responsible for following up the incident
    b. Category* - Cause of the incident
    c. Stadler contact* - Stadler contact if more info is needed
    d. Fault description* - Should contain a detailed description of the fault.
    e. Performed by stadler* - Informationon what is performed by Stadler Service
    f. Tram location* - Current location of the tram
    g. Remark Stadler – Remark that could have impact on Bybanens work
    h. Comment maintenance – Only for information, should not be filled out
    i. Maintenance status – Only to be changed if the case has been reassigned to Stadler and the fault correction is complete

5. "Responsibility" and "Category" will already have been filled out by OCC, but it is important that you consider if this is the correct information and change it if necessary. Further, all the mandatory fields need to be filled in.

6. Once you are finished filling out the form you can close it. If all mandatory information has been filled in, this button will appear next to the title in the list:

7. By pressing this button, you will have a panel show up on the right-hand side of the screen. The first time you press this button you will be asked to accept that the flow uses SharePoint and Outlook connectors. Accept this and you will be asked the following: "I confirm that this tram is blocked and ready for BBAS work". If you choose Yes from the dropdown, and then press "Run flow" - BBAS Drift will be notified by email, and the incident is now their responsibility. The button will now not be visible in the list for this incident.



HB Helene Lunde Bjørvik
fr. 04.06.2021 12:14
Til: Helene Lunde Bjørvik

Tram 216 has been taken out of service and a maintenance request is issued to BBAS Drift. The request should be processed as soon as possible to ensure the tram is available for production.

Description of incident: Feil på ombordutstyr førte til driftsstans ved Hop.
Incident date and time: 2021-06-04T10:50:00
A or B end: A
Responsibility: Bybanen AS - Signalling & telecom
Category: Onboard equipment
Fault description: Ombordutstyr er kaputt
The following work has been performed by Stadler: Bare sjekk
Tram location: Depot
Remark Stadler:
Stadler contact: Caroline Power +4792020280

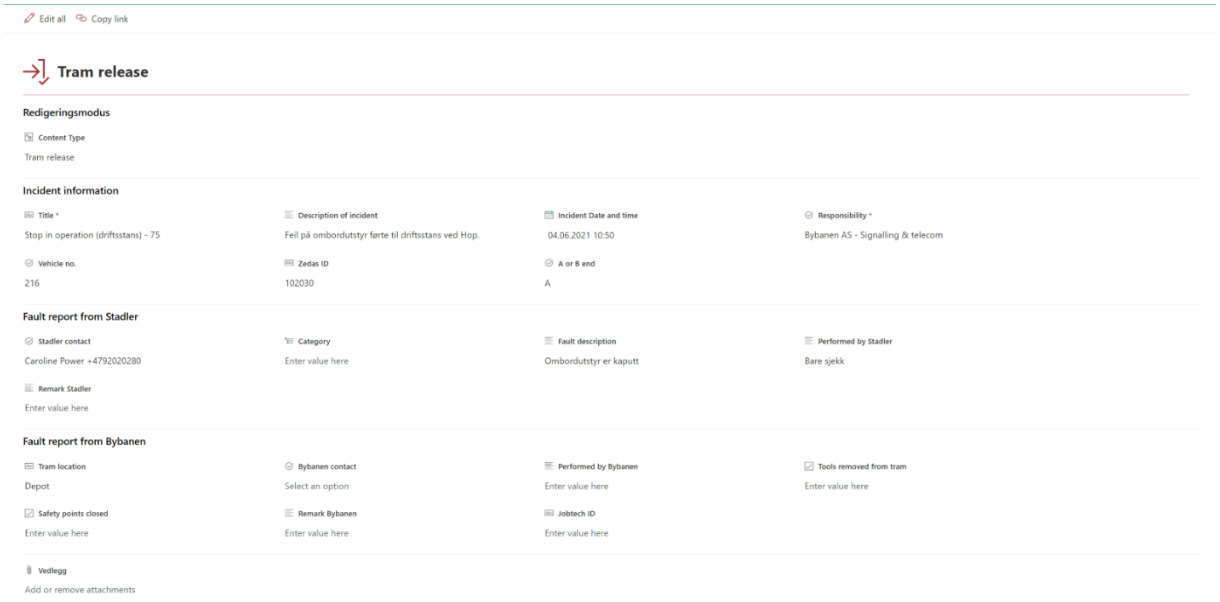
Link to incident form

Svar | Vidaresend

5.2.3. Step 3 - Fix the fault or reassign to Stadler - BBAS

1. Bybanen will be notified by email that there is a pending case regarding blocking of tram. You can choose whether to click the link in the email to go directly to the case, or access MOK using the view called "Maintenance - Signal/tele".
    1. If you access the incident by link you will be taken directly to the form regarding the incident.
    2. If you access the incident by using the list in MOK you will have to click the title of the respective incident to open the form.

2. Once you have opened an incident it is important to check the «innholdstype/content type», at the top of the form, and see if it is marked as «Tram release». If not this will have to be changed. Having done this the title «Tram release» will be visible, and the form will look like this:



Edit all | Copy link

Tram release

Redigeringsmodus

Content Type
Tram release

Incident information

Title *	Description of incident	Incident Date and time	Responsibility *
Stop in operation (driftsstans) - 75	Feil på ombordutstyr førte til driftsstans ved Hop.	04.06.2021 10:50	Bybanen AS - Signalling & telecom

Vehicle no.	Zedas ID	A or B end
216	102030	A

Fault report from Stadler

Stadler contact	Category	Fault description	Performed by Stadler
Caroline Power +4792020280	Enter value here	Ombordutstyr er kaputt	Bare sjekk

Remark Stadler
Enter value here

Fault report from Bybanen

Tram location	Bybanen contact	Performed by Bybanen	Tools removed from tram
Depot	Select an option	Enter value here	Enter value here

Safety points closed	Remark Bybanen	Jobtech ID
Enter value here	Enter value here	Enter value here

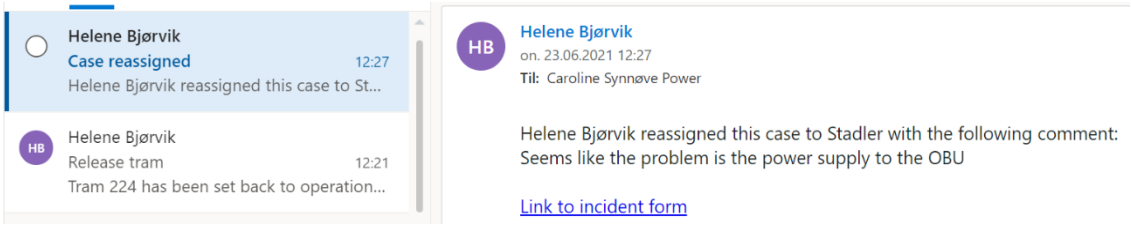
Vedlegg
Add or remove attachments

3. After reviewing the information of the incident given by Stadler and OCC you have assess whether this is the responsibility of BBAS, or if the case is to be returned to Stadler. If there is need for more information regarding the incident, contact OCC directly.

   If it is the responsibility of BBAS jump to step 5. If it is to be returned to Stadler, close the form without entering any further information and press the yellow button:

4. By pressing this button, you will have a panel show up on the right-hand side of the screen. The first time you press this button you will be asked to accept that the flow uses SharePoint and Outlook connectors. Accept this and you will be asked the following: "Why should this be handled by Stadler?". Enter the required information and press "Run flow" – Stadler will be notified by email, and the incident is now their responsibility. The incident will now disappear from the list.

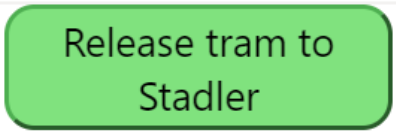
   If there are cases where there is a further dissagreement between stakeholders regarding whose responsibility it is, this will have to be handeled outside of MOK.



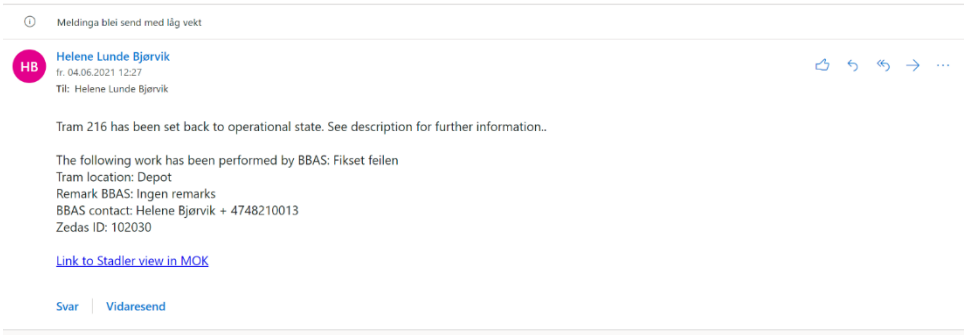
5. If the responsibility is on BBAS the form will need to be filled out. Only the bottom part of the form, named "Fault report from Bybanen" is to be filled out. This part of the form consists of the following fields (the ones marked with * are mandatory):
   1. Tram location* - Current location of the tram
   2. Bybanen contact* - Bybanen contact if more info is needed
   3. Performed by Bybanen* - Informationon what is performed by Bybanen
   4. Tools removed from tram?* - Tram has been left in operational state, tools removed and tidied up)
   5. Safety points closed?* - Repair has been controlled and the tram can safely be used in operation)
   6. Remark Bybanen – Remark that could have impact on Bybanens work
   7. Jobtech ID

6. "Tram location" will already have been filled out by Stadler, but it is important that you change this if the tram is moved from the previous position. Further, all the mandatory fields need to be filled in.

7. Once you are finished filling out the form you can close it. If all mandatory information has been filled in, this button will appear next to the title in the list:



8. By pressing this button, you will have a panel show up on the right-hand side of the screen. The first time you press this button you will be asked to accept that the flow uses SharePoint and Outlook connectors. Accept this and you will be asked the following: "I confirm that this tram can be released to Stadler". If you choose Yes from the dropdown, and then press "Run flow" - Stadler will be notified by email, and rest of the release process is now their responsibility. The Incident will now disappear from the list.

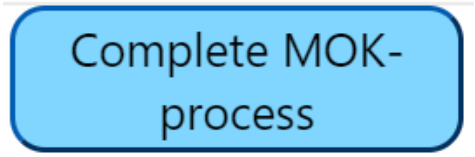


5.2.4. Step 4 – Assess the maintenance or reassigned case - Stadler

1. After Bybanen have evaluated the incident there are two possible outcomes:
   a. They accept that it is their responsibility and correct the fault. You will then be notified by email that the incident has been fixed and that the tram is ready to be released. If this is the case go to step 2.
   b. They do not accept that it is their responsibility and will reassign the incident to you. If this happens you will receive and email saying that the responsibility has been reassigned to Stadler, and the reason why. The incident will now show up in the MOK list (under the view "Stadler") and the entire row will be marked in yellow. If you accept the reassignment you will have to change the field "maintenance status" in the form to "closed" if you wish to remove it from the list. If there is further disagreement over responsibility this will have to be handled outside of the technical solution in SharePoint.

2. If Bybanen have accepted the responsibility and corrected the fault Stadler will be notified by email that there is a tram ready to be released. You can choose whether to click the link in the email to go directly to the case, or access MOK using the view called "Stadler".
    a. If you access the incident by link you will be taken directly to the form regarding the incident.
    b. If you access the incident by using the list in MOK you will have to click the title of the respective incident to open the form.

3. After reviewing the information of the fault correction given by Bybanen you must verify/decide if the tram is in fact ready to be released. If it is, the tram should first be released in Zedas. When this is done, return to the list, find the corresponding incident and press the following button:



4. By pressing this button, you will have a panel show up on the right-hand side of the screen. The first time you press this button you will be asked to accept that the flow uses SharePoint and Outlook connectors. Accept this and you will be asked the following "I confirm that the MOK process for this tram is complete". Agreeing to this implies that the work of BBAS (if applicable) has been checked, and that the MOK-process is to be completed. The remaining part of the release process for the respective tram is to be done in Zedas and following guidelines for releasing tram to Keolis, just like it has been done earlier. "Maintenance status" is changed to "Closed", and rest of MOK-process for release is now complete. The Incident will now disappear from the list.