



RAIL INDUSTRY SAFETY AND STANDARDS BOARD

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ADMIN 4.2 DEVELOPING A PRODUCT

VERSION 17

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1 Purpose

This procedure applies to the development of Standards, Codes of Practice, and Guidelines collectively referred to as “product” throughout the document. Other products, such as Rules, Frameworks and Concept documents, should consider this procedure to demonstrate good practice.

2 Procedure

RISSB’s development comprises seven parts that relate to the major stages of a product’s development.

- Work Plan (ADMIN 4.1)
- Developing a Product (ADMIN 4.2)
- Product Review and Comment (ADMIN 4.3)
- Validation (ADMIN 4.4)
- Product Approval (ADMIN 4.5)
- Publication (ADMIN 4.6)
- Product Review and Maintenance (ADMIN 4.7)

This procedure explains the development of a RISSB product from project initiation through the development of a preliminary draft and the development of a final draft for approval.

2.1 Product Development

All projects approved through the work plan development procedure will be placed into RISSB’s work plan. The Developing a Product procedure applies to products RISSB Board has approved as per procedure ADMIN 4.1 Work plan development.

2.2 Assigned Standard Development Manager.

All approved proposals added to RISSB’s work plan will be assigned by RISSB General Manager (GM) to a Standard Development Manager (SDM).

SDM assignment will generally be determined by project subject matter and the responsible Standing Committee; however, the alternate assignment may be applied at the discretion of the RISSB CEO.

2.3 Project Initiation

The SDM will undertake the development of the assigned project. This will include the following activities–

- The project setup
- Research & Investigate
- List the hazards the product is intended to address
- Request for services

2.3.1 The project setup

The SDM will set up the Project in the approved project management software (Currently ASANA).

The following project-related information will be captured in the ASANA system as part of the project setup.

- Scope & objective of the project
- Development group members
- Product proposal form

For each project, an associated document library will be created in SharePoint and linked to ASANA. The SDM will ensure that all documents will be stored in SharePoint.

If the product is a Standard, the accreditation manager will assign an AS number to that product.

The SDMs shall monitor and update the project information and provide a status update fortnightly.

2.3.2 Research

The SDM, in collaboration with the author, will investigate the topic to understand the subject. The research will consider:

- Technical documents available on the subject within the industry;
- Industry standards in use or available internationally;
- Emerging technologies and innovative solutions implemented both nationally and internationally;
- Related incident data and associated investigations made available;
- Safety alerts, advice and ONRSR priorities

Information gathering, where possible, should consider a wide range of material available.

2.3.3 Hazard Register

All new RISSB projects are designed to address selected hazards in RISSB's hazard guidelines. These applicable hazards will be made available to the author, who will have regard for these in the preparation of the preliminary draft.

As part of the product development process, the author and the SDM are responsible for reviewing the existing RISSB Hazard Register and revising it. This might include the identification of new hazards for which the developed product has controls.

2.3.4 Assigning an Author

The RISSB SDM will select and assign an appropriate author for the project. The SDM may seek the Standing Committee's input on an author's nominations.

Selection will be made from an internal or work-in-kind resource (such as a RISSB or ASA Technical Writer) or via a contract with a suitable external author. Contracting of an external author will be per RISSB's Procedure ADMIN 3.0 Procedure – Obtaining a Contractor. When a suitable author has been selected, the respective Standing Committees are advised of the selection.

2.4 Development Groups

RISSB will inform stakeholders about the product development activity, and stakeholders are encouraged as far as reasonably practicable to participate in the development process.

2.4.1 Invitation

Invitations to participate in Development Groups will be provided to stakeholders via communique to all RISSB subscribers. Development Group participation should also be sought through requests for Standing Committees nominations and via RISSB GM and SDM networks of contacts.

No stakeholder with a bona fide desire to participate will be excluded from the development process.

2.4.2 Balanced Representation

RISSB will make every effort to ensure that the assigned Development Group comprises a balanced representation of all stakeholder interests. No stakeholder may have disproportionate representation or exercise undue influence on a development group.

Note: A single organisation may not have more than a 50% representation in a Development Group

Where the product being developed is a Standard, balanced representation requires that the SDM invites and encourages Development Group representation from all major interest categories relevant to the Standard.

Interest category/user group examples

Producers / Suppliers

Railway Infrastructure Manager

Rail Industry manufacturer/supplier

Rolling Stock Operators

Industry contractors

Users / Consumers

Customers (passenger or freight customer)

Regulatory agencies

Contractors (as users)

Distributors / Retailers

Rolling Stock Operators (as users)

General Interest

Directly affected public (other than as a customer)

Non-industry advisors and experts (e.g. human factors, disability services, legal, etc.)

Professional societies / Industry associations / Unions

Researchers/academics

RIM or RSO involvement (not associated with supply or use)

Note: The examples show where various user groups might fit within the higher-level interest categories. Depending on the participant's interest and the subject matter under development, these groupings can change.

Where a minimum balanced representation is not achieved (a minimum of at least one from each of the major interest categories), Standard Development Managers shall report such event to the Accreditation Manager and the SC and seek to determine the reasons why minimum balanced representation is not achieved and take steps to address concerns to encourage participation.

When an SDM believes that sufficient and balanced technical representation exists, endorsement of the DG composition is obtained from the relevant Standing Committee.

Standards development requires that records of Development Group composition (categories and representation) be available on request. Where such requests are made, records provided shall be in accordance with SM-03-Records Control and with the National Privacy Provisions.

2.4.3 Notification

When balanced representation is achieved, the SDM will;

- Notify all DG of their membership;
- Provide a link to the DG online induction
- Obtain each DG member's signoff of the RISSB Contributor – Code of Conduct.

The SDM shall also ensure that the author and DG members are informed on the product development process. This information shall include the following:

- RISSB ADMIN procedures 4.1 to 4.6
- RISSB Privacy and Competition Policies
- Other information relative to Standards development (where appropriate), such as
 - World Trade Organization (WTO) Agreement on Technical Barriers to Trade
https://www.wto.org/english/tratop_e/tbt_e/tbt_e.htm
 - W3C accessibility principles
<https://www.w3.org/standards/webdesign/accessibility>

2.5 Standard Development Principles

Where a proposed product is a Standard, the SDM shall also ensure that the author and development group members know the general requirements and principles that apply to Standards development.

- Duplication: there must not be more than one set of requirements for any given subject. However, there may be alternative solutions or methods of assessment to achieve the same performance outcome.
 - All reasonable efforts shall be made to avoid creating conflicts between Standards (Australian or International) on the same or similar subjects.
- National Compatibility: RISSB products must incorporate or be compatible with related, broadly-used Standards where possible, and all reasonable attempts to achieve harmonisation with existing national Standards.

- **Impartial Facilitation:** The product development process must be coordinated and overseen with sufficient impartiality and neutrality to ensure compliance with an Australian Standard.
- **Consultation:** RISSB will publish communiques to the industry of the products being developed and allow sufficient time for a response from those interested in its activities in accordance with ISO/IEC Guide 59, Code of good practice for standardisation. A product draft achieved through consensus will be made available for comment and review.
- **Standards, including conformity assessment activities (testing, inspection, and certification),** shall comply with the principles in ISO/IEC 1700.

2.5.1 Transparency and Consensus

In accordance with its status as an accredited SDO, RISSB is committed to the principles of consensus and transparency in the development of its products.

- **Consensus** – RISSB products comprise a ‘general agreement’ of all parties interested in and involved with their development and ongoing maintenance.
- **Transparency** – information on RISSB product development is available to all interested parties. RISSB is committed to ensuring ‘open’, non-discriminatory involvement, impartiality, and balanced participation throughout the product development phase

This commitment to consensus and transparency means that RISSB will periodically make their development records (contributor lists, project scope and objectives, etc.) publicly available through the RISSB website or directly to interested parties. These releases may be initiated as part of the product development process, or on occasion, through direct external requests for information.

In all instances where RISSB records are made available publicly, RISSB will do so in strict accordance with the RISSB Privacy Policy and the National Privacy Provisions.

2.6 Drafting a Product

The SDM provides the author with all relevant material to commence the authoring of the product, including:

- the purpose and scope of the product,
- available relevant industry source documentation,
- the latest version of the hazard register,
- RISSB document templates and guidelines.

The author creates the preliminary draft of the product using industry source information and available technical content expertise (personal, DG, and industry) to address the stated scope and purpose. Where relevant, SDM may purchase international standards or request access to such information from Standards Australia.

Authors of RISSB Products may have access to a range of industry-sourced documents to assist with the development of RISSB products. Where such source material is available, the

author and/or SDM shall ensure that any material included in the product does not infringe a third party's copyright. In such cases, material may only be included in the product if permission has been obtained from the copyright holder.

2.7 Development Process Governance

2.7.1 Impartiality and Neutrality

Throughout the product development process, Standing Committee and Development Group members shall act objectively and impartially.

RISSB Standard Development Managers shall oversee the development process and actively safeguard the objectivity and impartiality of the individuals or groups involved.

2.7.2 Editorial Control

While the authors are responsible for compiling the drafts of RISSB standards, guidelines, and other products, the Development Groups (DG) have the overall responsibility for all technical input.

Development Group members comprise the subject matter experts. As such, they will be asked to sign off on the product when it has been completed to confirm that good stakeholder commitment and ownership exists. DG members participating as "observers" are not required to sign off on the product.

Standard Development Managers facilitate and manage the development process. They interface between RISSB, its authors, and the various Standing Committees, Development Groups, and sub-committees.

The SDM and the external author are not considered part of the DG and remain separate from the technical representation.

Standing Committees (SC) are responsible for providing governance over the development of the RISSB products.

Standing Committees, in special circumstances, may seek input in a DG's decisions in line with the project's overall goals and objectives. In such cases, all deliberations must be fully documented. The DG consensus signoff requirements will remain applicable.

As an accredited Standards Development Organisation (SDO), RISSB will have no direct influence or direct the Development Group on the final technical content of developed Standards.

2.8 Review

The author (via the SDM) will issue the preliminary draft of the product to DG members for review. This is undertaken in accordance with ADMIN 4.3 – Review and Comment.

A preliminary draft may go through several internal iterations before it is ready for public consultation to ensure that the preliminary draft product is suitable for progression.

If necessary, the SDM and the author will revise the Hazard Register as a result of the various changes made to the draft product.

2.9 Independent Review

All Standards, codes, and rules are reviewed by an independent subject matter expert (SME), and the process used for Independent Review is described in ADMIN 4.4 Independent Review.

After the SME has reviewed the draft Standard, the SDM and the DG (including the author) will consider each issue raised by the SME and take the appropriate action. The independent reviewer must be consulted if there is a disagreement over any of the findings.

The aim is to reach a mutually agreed outcome, but where there is disagreement, the DG will determine the way forward. If the SME's comment is not accepted, the associated reasons shall be documented.

A summary of these comments shall be reflected in the 'approval to issue' document provided to the SC and the RISSB Board during the approval process.

2.10 Approval and Publication

Approvals are issued in accordance with ADMIN 4.5, and publication is in accordance with ADMIN 4.6.

3 Record Management

The following records are retained as evidence of compliance with this procedure.

- Product Drafts (preliminary through to finals).
- Notes on the DG meeting discussions.
- Minutes of all Standing Committee Meetings.
- Development Group – Code of Conduct.
- RFS documentation (authors).
- All other relevant project correspondence.

Document libraries are created for each approved product on the RISSB work plan to store all the relevant information.

Standard Development Managers are responsible for uploading relevant project-related records to the project record libraries in SharePoint.