ADMIN 4.2

Developing a Product

- Version 16

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Document History

Publication Version	Effective Date	Changes
1	20/11/2007	Document Creation
2	14/01/2010	QMS update
3	16/04/2010	Restructure of RISSB Board and responsibilities
4	10/05/2010	Inclusion of additional Information
5	15/07/2011	Added info about neutrality, independence, and document creation
6	16/08/2012	Additional information about the scoping process
7	28/08/2013	Review and update
8	12/07/2013	Review and update
9	12/07/2014	Review and update
10	18/11/2014	Insert details about workshop
11	10/08/2015	Review and update to include information about new workshop
12	02/03/2016	Review and update to include additional ABSDO requirements, inclusion of all RISSB products within scope
13	15/12/2016	Removal of RISSB Process diagram, update to process detail (4.3.2 Balanced Representation)
14	10/12/2017	Update – GM / SDM
15	04/07/2018	Update section 2.4.2 Balanced Representation & section 2.3.1 Project Plan
16	23/01/2019	Update section 2.4.2 (explanatory note - Interest category and user group examples)

Developing a Product

1 Purpose

This procedure applies to the development of Guidelines, Rules, Codes of Practice and Standards.

The term 'product' will be substituted for all the above documents types where the development requirements are common to all.

2 Process

RISSB's development consists of seven parts which relate to the major stages of a product's development.

1. Proposal (ADMIN 4.1)
2. Developing a Product (ADMIN 4.2)
3. Product Review and Comment (ADMIN 4.3)
4. Validation (ADMIN 4.4)
5. Product Approval (ADMIN 4.5)
6. Publication (ADMIN 4.6)
7. Product Servicing (ADMIN 4.7)

This procedure ADMIN 4.2 explains development of a RISSB product from an approved project proposal, through development of a preliminary draft, and development of a final draft for approval.

2.1 Product Development

The Developing a Product process applies to product proposals that have approved by RISSB Board as per procedure ADMIN 4.1 Proposing a Product. All projects approved through the Proposing a Product stage will be placed into RISSB's forward work plan.

2.2 Assigned Standard Development Manager.

All approved proposals added to RISSB's forward work plan will be assigned by RISSB CEO and RISSB General Manager (GM) to a responsible Standard Development Manager (SDM).

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

2.3 Project Initiation

When a product proposal is assigned, the assigned SDM will undertake the development of the project management documentation. This will include preparation of the –

- The Project Plan
- Project Hazard Register
- Request for Services

2.3.1 The Project Plan

The Project Plan consists the meta page for each dedicated project sub-site on RISSB DEPOT.

Project sub-sites on RISSB DEPOT are created for each approved product on the RISSB work plan and consist of project meta data (blue labels) and project record libraries (green labels).

Initial data collection for project meta is via related PPF Forms, and Project Management Reports.

Standard Development Managers are responsible for monitoring and updating Project Plans (project meta) throughout the development of a product.

Project Plan updates shall be via 'Project Change Request' workflow which incorporates appropriate level approvals for each category and type of change requested.

2.3.2 Hazard Register

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

The author and the SDM are responsible for reviewing the existing RISSB Hazard Register and revising as necessary as a result of product development. This might include identification of new hazards for which the developed product has controls.

2.3.3 Assigning an Author

The RISSB SDM will select and assign an appropriate author for the project. The SDM may seek Standing Committee input and nominations for an author, and make selection from an appropriate internal or work in-kind resources (such as a RISSB or ASA Technical Writer) or via contract of a suitable external author.

Contracting of an external author will be in accordance with 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

Invitation 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 of a balanced representation from 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 on 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	*Rolling Stock Operators*
Rail Industry manufacturer / supplier	*Industry contractors*

Users / Consumers

Customers (passenger or freight customer)	*Distributors / Retailers*
Regulatory agencies	*Rolling Stock Operators (as users)*
Contractors (as users)	

General Interest

Directly affected public (other than as a customer)	*Professional societies / Industry associations / Unions*
Non-industry advisors and experts (e.g. human factors, disability services, legal, etc.)	*Researchers / academics*
	RIM or RSO involvement (not associated with supply or use)

Note: The examples provided show where various user groups might fit within the higher-level interest categories. These groupings can change dependant on the participants interest, and the subject matter under development.

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 to RISSB management (responsible GM and RISSB CEO). SDM and GM will seek to determine the reasons why minimum balanced representation is not achieved and take steps to address concerns to encourage participation.

Standards development requires that records of Development Group composition (categories and representation) shall 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 an SDM believes that sufficient and balanced technical representation exists, endorsement of the DG composition is obtained from the relevant Standing Committee.

When endorsed, the SDM will;

- Notify all DG of their membership
- Provide all DG with a copy of 'ADMIN 3.7 Development Group Member Responsibilities'
- Obtain each DG member's signoff of the RISSB Contributor – Code of Conduct

The SDM shall also ensure all authors and DG members are informed on the product development process. This information shall include being provided with;

- 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 are aware of general requirements and principles that apply to Standards development.

- Duplication: there must not be more than one set of requirements dealing with any given subject, however there may be alternative solutions or methods of assessment achieving the same performance outcome.
  - All reasonable efforts shall be made to avoid the creation of conflicting requirements 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 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 as an Australian Standard.
- Consultation: RISSB will publish communiques to 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 draft of the product 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 draft products, and their development records (contributor lists, issues registers, etc.) publicly available through the RISSB website or directly to interested parties via communique, email, etc. 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.

Note: Authors of RISSB Product may have access to a range of industry sourced documents to assist with 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 in an objective and impartial manner.

RISSB Standard Development Manager's 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, it is the Development Groups (DG) that have overall responsibility for all technical input.

Development Group members comprise the subject matter experts and 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.

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 roles are not considered to be part of the DG, and as such remain separate to the technical representation.

Standing Committees (SC) (via RISSB General Managers) are responsible for overseeing the development of RISSB products.

Standing Committees, General Managers, and/or Standard Development Managers may in special circumstances seek to over-rule or to change the decisions of a DG, but any such proposals must be made in conjunction with the DG, and all deliberations must be fully documented on the issues register. DG consensus signoff requirements will still apply.

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 a number of internal iterations before it is ready for open review 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   Validation Stage

All Standards, codes, and rules are validated by an independent expert (the Validator) and the process used for validation is described in ADMIN 4.4 Validation.

After the Validator has validated the draft Standard, the SDM and the DG (including the author), will consider each issue raised by the Validator and take the appropriate action. It is important that the Validator be consulted if there is a disagreement over his/her findings.

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

These comments need to be reflected in the 'approval to issue' document which is 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 in accordance with ADMIN 4.6.

3   Record Requirements

The following records are retained as evidence of compliance to this procedure

- Standing Committee – Code of Conduct
- Minutes of all Standing Committee Meetings
- Project Plans (DEPOT)
- Project Gantt Charts
- Development Group – Code of Conduct
- RFS documentation (authors)
- All other relevant project correspondence
- Product Drafts (preliminary and finals)

Project sub-sites on RISSB DEPOT are created for each approved product on the RISSB work plan and consist of project meta data (blue labels) and project record libraries (green labels).

Standard Development Managers are responsible for uploading relevant project related records (listed above) to the DEPOT project record libraries.