

**Dependability management - Part 3-16: Application  
guide - Guidelines for the specification of  
maintenance support services**

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 60300-3-16:2008 sisaldab Euroopa standardi EN 60300-3-16:2008 ingliskeelset teksti.

Standard on kinnitatud Eesti Standardikeskuse 05.12.2008 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.

Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 14.11.2008.

Standard on kättesaadav Eesti standardiorganisatsioonist.

This Estonian standard EVS-EN 60300-3-16:2008 consists of the English text of the European standard EN 60300-3-16:2008.

This standard is ratified with the order of Estonian Centre for Standardisation dated 05.12.2008 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.

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The standard is available from Estonian standardisation organisation.

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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)

This European Standard was approved by CENELEC on 2008-11-01. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

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**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.

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN/HD</u>	<u>Year</u>
IEC 60300-3-2	- <sup>1)</sup>	Dependability management - Part 3-2: Application guide - Collection of dependability data from the field	EN 60300-3-2	2005 <sup>2)</sup>
IEC 60300-3-3	- <sup>1)</sup>	Dependability management - Part 3-3: Application guide - Life cycle costing	EN 60300-3-3	2004 <sup>2)</sup>
IEC 60300-3-10	- <sup>1)</sup>	Dependability management - Part 3-10: Application guide - Maintainability	-	-
IEC 60300-3-12	- <sup>1)</sup>	Dependability management - Part 3-12: Application guide - Integrated logistic support	EN 60300-3-12	2004 <sup>2)</sup>
IEC 60300-3-14	- <sup>1)</sup>	Dependability management - Part 3-14: Application guide - Maintenance and maintenance support	EN 60300-3-14	2004 <sup>2)</sup>
IEC 60706-2	- <sup>1)</sup>	Maintainability of equipment - Part 2: Maintainability requirements and studies during the design and development phase	EN 60706-2	2006 <sup>2)</sup>
IEC 62402	- <sup>1)</sup>	Obsolescence management - Application guide	EN 62402	2007 <sup>2)</sup>

<sup>1)</sup> Undated reference.

<sup>2)</sup> Valid edition at date of issue.

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## 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.

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## 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, *Obsolescence management – Application guide*