

# DELIVERABLES QUALITY CONTROL

RBGL-RBR-PRC-Z-00005

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Document owner	Document and Data Compliance Manager	
Prepared by	Document and Data Compliance Controller	
Reviewed by	Document and Data Compliance Manager	
	Quality and Process Manager	
	Head of Corporate Governance and Compliance Department	

Approved by	CESGO Management Board Member	
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## DOCUMENT HISTORY

This document has been issued and amended as follows:

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## CONTENTS

1.	OBJECTIVE.....	5
2.	SCOPE.....	5
3.	GENERAL INFORMATION .....	5
3.1.	Controlled documents.....	5
3.5.	Roles and responsibilities in document management.....	5
4.	DOCUMENT NUMBERING .....	6
5.	FILE NAMING.....	6
6.	GENERAL VISUAL REQUIREMENTS .....	6
7.	DOCUMENT ARCHITECTURE REQUIREMENTS .....	7
8.	QUALITY CONTROL PROCESS.....	9
8.1.	Process.....	9
8.4.	Criteria Checked.....	10
8.8.	Reasons for Rejection .....	11
9.	ROLES AND RESPONSIBILITIES .....	12

## ACRONYMS AND ABBREVIATIONS

A full list of acronyms and abbreviations can be found in RBR Glossary of Abbreviations. The following acronyms and abbreviations are used throughout this document:

Abbreviation	Definition
DC	Document Controller
DCM	Document Control Manager
DMT	RB Rail Document Management Team (Document Controllers)
DP	Document Producer
EDMS	Electronic Data Management System
PM	Project Manager
RBGP	Rail Baltica Global Project
RBR	RB Rail AS, including its branches
BEP	BIM Execution Plan

## DEFINITIONS

The following terms are used throughout this document:

Term	Definition
Contractor	Companies/Consortiums engaged to deliver the physical elements of the Project
Controlled Document	Documentation which entire lifecycle is managed by EDMS
Distribution	An EDMS transmittal or task created for distribution
Document	Including, but not limited to drawings, memos, letters, emails, spreadsheets, reports, etc.
Graphical Data	Drawings, Models, Data Drops, etc.
Hard Copy	Paper version of a document
Information Supplier	Any party (person and/or organization) that supplies information/documentation to the Project
Lifecycle	Status related stage of a document from inception to publishing
Metadata	An EDMS text-based object attached to a Document for purposes of labelling / searching
Non-graphical Data	Reports, Specifications, Manuals, Certificates, etc.
Stakeholder	Principle operating partners
Taxonomy	Classification of Document Format for purposes of Numbering
The Project	The Rail Baltica project
Work Order	Tasks and Workflows

## 1. OBJECTIVE

This Quality Control of Deliverables Procedure outlines a standardized approach to ensure the thorough check and validation of Rail Baltica Global Project controlled documentation. This procedure aims to enhance the traceability, searchability, and accessibility of critical documents, thereby ensuring they meet rigorous standards of quality and regulatory compliance.

## 2. SCOPE

This procedure is mandatory for all stakeholders within RB Rail AS (RBR) and Rail Baltica Global Project (RBGP) involved in the handling, distribution, review, and approval of external deliverable documentation. It specifically addresses the processes associated with Controlled External Documents, ensuring that they undergo rigorous scrutiny before acceptance and implementation.

## 3. GENERAL INFORMATION

### 3.1. Controlled documents

- 3.2. Project Controlled Documents are those essential to the management and execution of RBGP, subject to stringent procedures and processes that govern their creation, distribution, and revision. These measures ensure accuracy, conciseness, and adherence to applicable regulations and standards. Project Controlled Documents encompass both RBR generated documents and those sourced from external parties such as stakeholders, consultants, contractors, and suppliers that are processed internally or deemed crucial for RBR and RBGP. A document qualifies as a Project Controlled Document if it meets any of the specific criteria in the [Table 1 - Criteria for Project Controlled Document](#), below.

Table 1 - Criteria for Project Controlled Document

Type	Description
Operational Details	Describes the operational functions of RBGP, both within RBR and in interactions with third parties.
Contractual Documents	Includes any agreements or contracts, particularly those bearing technical specifications, between RBR and third parties that are significant to the project's execution.
Project Deliverables	Constitutes a deliverable under any contract related to RBGP.
Performance Relevance	Pertains directly to the performance or outcomes of RBR, RBGP, and any involved third parties.

- 3.3. Project Controlled Documents undergo a meticulous review and approval process by designated individuals or groups before they are published for use, with all modifications subject to formal review and approval. This control ensures that documents are not only accurate and up-to-date but also fully compliant with relevant regulations and standards. Such thorough checking helps maintain the consistency and integrity of the information they contain.
- 3.4. Implementation of a robust document control system specifically tailored to RBGP documents, enhances collaboration among project stakeholders and minimizes the risk of miscommunication or errors throughout the project lifecycle. To ensure uniformity across the RBGP, the RBR DC Team conducts thorough quality checks of all deliverables that come through RBR, reviewing all project-specific documents to reinforce the project's standards and expectations.

### 3.5. Roles and responsibilities in document management

#### 3.5.1. RBR Document Management Supporting Functions.

The supporting functions in document management play a crucial role in ensuring effective coordination and control of documents, see the section Responsibilities. More specific roles and responsibilities are described in Document Control Procedure (RBGL-RBR-PRC-Z-00006).

### 3.5.2. "External" Documented Information Suppliers

External Documented Information Suppliers include external consultants, vendors, contractors, and contractors of RBGP Implementing Bodies (IBs), who are responsible for creating and providing specific documents or information required for certain projects or contracts. Additionally, external auditors or regulatory bodies may also be considered external documented information suppliers, as they provide important documentation and information for compliance purposes.

## 4. DOCUMENT NUMBERING

- 4.1. Document numbering conventions are systematic methods for assigning unique identifiers to documents within an organization. These conventions ensure consistency, organization, and traceability in document management systems.
- 4.2. In RBGP, there are two numbering systems: one outlined in the Document Numbering and File Naming Procedure (RBGL-DMT-PRC-Z-00001) for contracts starting from 2022-06-01, and a legacy system detailed in the Codification Management section of the Design Guidelines (RBDG-MAN-035) for older contracts. Following these conventions ensures that documents can be easily located, retrieved, and referenced, enhancing overall document management efficiency.

## 5. FILE NAMING

- 5.1. Consistent file naming enhances search and retrieval, reducing the time spent locating documents. If the file naming protocol is not strictly followed, it can lead to confusion and miscommunication among team members, potentially resulting in the use of incorrect document versions. All RBGP document stakeholders must adhere to the structured naming format "[DocumentNumber\\_revision.ext](#)" for all project controlled documents.
- 5.2. Additional data can only be added during the development or update of the document while it is a work-in-progress draft and is stored outside of the EDMS where Metadata is not available. However, file names should not exceed [32 characters](#) in length to ensure compatibility across different systems. This limit helps prevent file handling and storage errors, especially in systems with character restrictions.



## 6. DOCUMENT REQUIREMENTS

### 6.1. General Visual Requirements

- 6.1.1. All RBGP document stakeholders are responsible for structuring documents in a clear and logical manner, with headings, subheadings, and appropriate formatting to enhance readability.
- 6.1.2. To ensure all project outputs consistently meet the established aesthetic and branding standards, all documents and materials must comply with the Rail Baltica Visual Guidelines. These guidelines specify the use of logos, colour palettes, typography, and other visual elements crucial for maintaining brand integrity. Key specifications include, see in the [Table 2 - General Visual Requirements](#), below.

Table 2 - General Visual Requirements

Requirement	Description
6.1.2.1. Document Font	<ul style="list-style-type: none"> <li>– Employ "Myriad Pro" Font for all documents</li> <li>– Body text font size 10; in text documents size can be reduced to 9 in tables</li> <li>– Document title: Font size 26</li> <li>– 1st level title (Heading 1): Font size 14</li> </ul>

Requirement	Description
	<ul style="list-style-type: none"> <li>– 2nd level title (Heading 2): Font size 12</li> </ul>
6.1.3. Margins and Pagination	<ul style="list-style-type: none"> <li>– Maintain document margins of 2 cm</li> <li>– Use Arabic numerals for pagination, formatted as “page X of Y”</li> </ul>
6.1.4. Logos	<ul style="list-style-type: none"> <li>– Include Rail Baltica and EU logos on each document as per templates</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;">  <div style="text-align: center;">  <p><b>Co-funded by the European Union</b></p> </div> </div>

6.2. For comprehensive details, the full Visual Guidelines are available at: <https://www.railbaltica.org/about-rail-baltica/visual-guidelines/>.

### 6.3. Document Architecture Requirements

6.4. When creating or updating Project Controlled Documents, authors must ensure they include sections and components required for specific types or documents. The [Table 3 - Document Formatting and Structure Requirements for different document types](#) outlines the minimum requirements for each document category.

Table 3 - Document Formatting and Structure Requirements for different document types

Document Type	Document Example	Requirements
6.4.1. Text Document (prepared in MS Word)	Reports, Procedures, Protocols, Statements, Manuals, etc.	<ul style="list-style-type: none"> <li>– Cover Page (where applicable based on template)</li> <li>– Document Information (number, revision, title, author and owner)</li> <li>– Review and Approval Information (where applicable based on template)</li> <li>– Revision History (details on document updates)</li> <li>– Table of Contents (where applicable based on template)</li> <li>– Terms and Definitions (where applicable based on template)</li> <li>– Abstract (where applicable based on template)</li> <li>– Body Section</li> <li>– Template Number</li> <li>– References (to other documents or information sources)</li> <li>– Appendices or Annexes (if necessary)</li> </ul>
6.4.2. Spreadsheet Document (prepared in MS Excel)	List, Register, Matrix, etc.	<ul style="list-style-type: none"> <li>– Cover Sheet with Revision History</li> <li>– Abstract (where applicable based on template)</li> <li>– Workbook User Guide (Must detail each column and define admitted values, e.g., "Risk" column with "Low," "Medium," "High" definitions to ensure uniform understanding and application)</li> <li>– Table of Contents (if applicable)</li> <li>– Headers (RBR Logo, Classification, Number, Title, Revision)</li> <li>– Footer (Template number, Classification and Page Number)</li> <li>– Clear and concise labels for each column and row</li> <li>– Appropriate data formatting and error-free calculations</li> </ul>
6.4.3. Presentation (prepared in MS PowerPoint)	Training materials, Meeting materials, Presentations, etc.	<ul style="list-style-type: none"> <li>– Cover Slide (Document Number, Revision, Title, Author, and Date of Creation or presentation)</li> <li>– Branding (Relevant logos and branding elements to maintain project visual identity)</li> </ul>

Document Type	Document Example	Requirements
		<ul style="list-style-type: none"> <li>Structure (Clear and logical structure with each slide addressing a specific topic or point, using headings and subheadings)</li> <li>Visuals (Charts, graphs, and images to enhance understanding and engagement)</li> </ul>
6.4.4. Correspondence (prepared in MS Word, Outlook, or other information exchange applications)	Official Letters, Emails, etc.	<ul style="list-style-type: none"> <li>Document Number</li> <li>Date</li> <li>Recipient Details (name, address, registration No, contact information)</li> <li>Sender Details (name, address, registration No, contact information)</li> <li>Signature (if applicable)</li> </ul>
6.4.5. Graphical data (Prepared in various graphical software)	Models, Sketches, Blueprints, Digital Equivalents, Diagrams, Illustrations, Clash Reports, BIM Documents, Schedules Of Drawings, Point Clouds	<ul style="list-style-type: none"> <li>All drawings and associated data must adhere to Design Guidelines documents the Project CAD Standards (RBDG-MAN-034-0102) and the BIM Manual (RBDG-MAN-033-0101) and must be built on RBR provided templates.</li> </ul>

- 6.5. Using templates to create project documents ensures all necessary components are included, correct formatting is applied, consistency is maintained across documents, and the document creation process is simplified.
- 6.6. When documents are not constructed using predefined templates, it is crucial to incorporate specific mandatory components to maintain consistency across all project documentation. These components include a cover page, headers, and footers. The precise requirements for these components are detailed in the [Table 4 - Core Document Components](#).

Table 4 - Core Document Components

Section	Requirements
Cover Sheet or Slide	<ul style="list-style-type: none"> <li>Rail Baltica and EU logos</li> <li>Document Title: the Name of the Document that reflects the essence of the content.</li> <li>Document Number: Assigned as per Document Numbering and File Naming Procedure (RBGL-DMT-PRC-Z-00001) or Design Guidelines – Codification Management (RBDG-MAN-035).</li> <li>Revision: assigned as per Document Numbering and File Naming Procedure (RBGL-DMT-PRC-Z-00001) or BIM Manual (RBDG-MAN-033).</li> <li>Author of the Document: Name and Surname of the person who developed the document.</li> <li>Document Owner, Reviewers and Approver (if enquired so by the template)</li> <li>Date: Issue date of the document (or Date the document is Effective from)</li> </ul>



Section	Requirements
Header	<p>After the cover sheet of the document, each of the following pages (including Annexes) must include:</p> <ul style="list-style-type: none"> <li>– On the left side of the header – Rail Baltica logo, which represents the project and document owner logo (if the owner of the document is not RBR).</li> <li>– In the centre - document category as per Information Protection Procedure (RBGL-SCR-PRC-Z-00001), if applicable, which helps to classify and organise documents based on their confidentiality level.</li> <li>– On the right side of the header - the Document Title, Number, and Revision to clearly identify and differentiate this specific document from others. This information is crucial for effortless reference and retrieval.</li> </ul>
Footer	<p>Each page, including Annexes, must contain the following footer elements:</p> <ul style="list-style-type: none"> <li>– On the left side - the template number. The template number serves as a reference to the specific document format used by RB Rail.</li> <li>– In the centre - document category as per Information Protection Procedure (RBGL-SCR-PRC-Z-00001), if applicable, which helps to classify and organise documents based on their confidentiality level.</li> <li>– On the right side - the page number. Each page must have a sequential page number. Page numbering ensures that the document remains organised and allows readers to locate specific information easily. Page Numbering format: Page 1 of X</li> </ul>

## 7. QUALITY CONTROL PROCESS

### 7.1. Process

- 7.2. Quality Checking by Document Controllers is crucial step in maintaining the accuracy and integrity of documents within RBGP. This process identifies any errors or discrepancies that might compromise the quality of the document management system.
- 7.3. The Quality Control (QC) Check of Deliverables in RBR involves three key stages: identification of deliverables submission and distribution, QC review and assessment and response (see the description in the [Table 5 - Quality Control Process in Deliverables in RBR](#) and workflow on the [Figure 1 Quality Control Process](#)Figure 1 Quality Control Process

Table 5 - Quality Control Process in Deliverables in RBR

Key stages	Actions
7.3.1. Identification of Deliverables Submission And Distribution	<p>The originator uploads the documents to the Electronic Document Management System (EDMS) or selects existing documents within EDMS for review and approval. The recipient, the appointed member of DC Team, reviews the initial submission for basic compliance, such as document presence and upload accuracy, and initiates the quality control workflow.</p>
7.3.2. QC review process	<p><b>Preparation for document QC check</b></p> <p>The appointed DC downloads a list of submitted documents from EDMS and Originators submitted Deliverables Register (TIDP, MIDP, PPD, DIR, etc.) and compiles them into the QC Check CRS Template (RBGL-DMT-TPL-Z-00014).</p> <p><b>Data Validation</b></p> <p>The DC compares the information from the EDMS Deliverables List against the Originator's submitted Deliverables Register focusing on document presence on both</p>

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graph TD
    A[Originator uploads / selects Document on EDMS] --> B[Selects Recipients for Review to get an approval]
    B --> C[Recipient adds additional reviewer (DC Manager) and starts workflow]
    C --> D{Decision}
    D --> E[Document Control Manager]
    D --> F[Rejected with Comments]
    F --> G[Instruction to Recipient: make amendments and re-issue]
    G --> C
    E --> H{Decision}
    H --> I[Quality Control Check]
    H --> F
    I --> J[Quality Control Review]
    J --> K{Decision}
    K --> L[Accepted]
    K --> M[Accepted with Comments]
    K --> N[Rejected with Comments]
    N --> O[Response generated on EDMS]
    O --> P[DCM Final Check]
    P --> Q{Decision}
    Q --> L
    Q --> M
    Q --> N
    N --> R[CRS attached to Transmittal on EDMS]
    R --> S[Response generated on EDMS]
    S --> P
  
```

#### 7.4. Criteria Checked

Template Number:  
RBGL-RBR-TPL-Z-00001, Rev.1.0

- 7.6. Throughout the quality control process, the DC Team rigorously checks various criteria such as completeness, consistency, standards adherence, accuracy, clarity, readability, revision control, and proper review and approval.
- 7.7. During quality control, the decision status for each criterion is assessed. Corrective actions are implemented as necessary to maintain the quality and compliance of document deliverables. For guidance on self-checking documents before submission, refer to the Deliverables Quality Checklist (RBGL-DMT-LST-Z-00004).

## 7.8. Reasons for Rejection

Effective document control is crucial for the success of RBGP. Stringent quality control measures are employed to maintain the integrity and accuracy of deliverables. The [Table 6 - Reasons for Rejection, accepting with recommendation or for non-checking of Documents](#) details specific reasons for document rejection during the QC process, including scenarios that permit acceptance with recommendations and situations where documents may not be reviewed.

Table 6 - Reasons for Rejection, accepting with recommendation or for non-checking of Documents

Element	Description
<b>7.8.1. Reasons for Rejection</b>	
7.8.1.1. Visual Requirements	<ul style="list-style-type: none"> <li>– Inconsistent formatting, or style across the document (refer to RBGP Visual Guidelines on <a href="https://www.railbaltica.org/about-rail-baltica/visual-guidelines/">https://www.railbaltica.org/about-rail-baltica/visual-guidelines/</a>)</li> </ul>
7.8.1.2. Document Number	<ul style="list-style-type: none"> <li>– No document number assigned.</li> <li>– Incorrect structure of the document number - incorrect use of hyphens or dashes in the file number, spacing between attributes</li> <li>– Mismatch between the document number on the EDMS and the document.</li> <li>– Multiple document numbers found on a single document.</li> <li>– Absence of the document number on all required sections: cover pages, headers, footers, all sheets, in EDMS, and, for drawings, the drawing title block.</li> </ul>
7.8.1.3. Revision	<ul style="list-style-type: none"> <li>– Incorrect revision format on the EDMS or within the document.</li> <li>– Discrepancy between the revision information in the document and on the EDMS.</li> <li>– Failure to include revision in the designated metadata field on the EDMS.</li> </ul>
7.8.1.4. Document Title	<ul style="list-style-type: none"> <li>– Mismatch between the document title on the EDMS and the document.</li> <li>– Repeated or unclear document title across various documents on the EDMS.</li> <li>– Document title on the EDMS is unclear, improperly uses file numbers or digits instead of words, or contains formatting issues.</li> </ul>
7.8.1.5. Page Numbering	<ul style="list-style-type: none"> <li>– Incorrect or mismatched formatting of page numbering.</li> <li>– Incorrect sequencing of page numbers.</li> <li>– Page quantity varies among different file formats of the same document.</li> <li>– Discrepancy between page count in the cover page data block and the total presented in the document.</li> </ul>
7.8.1.6. Miscellaneous	<ul style="list-style-type: none"> <li>– Data missing in cells due to formatting errors.</li> <li>– Missing documents or critical information, as identified by discrepancies between the EDMS, TIDP, DIR, and PPD</li> <li>– Missing necessary review and approval signatures (where applicable)</li> <li>– Documents not delivered in the specified format as per TIDP, DIR, and PPD (e.g., pdf, docx, xlsx, etc.)</li> </ul>
<b>7.8.2. Reason for accepting with recommendation</b>	
7.8.2.1. File number	<ul style="list-style-type: none"> <li>– Inaccurate allocation of codes in the data block.</li> </ul>

Element	Description
	<ul style="list-style-type: none"> <li>Incorrect characters for file numbers and revision digits in the data block; should not include additional data, symbols, or characters.</li> </ul>
7.8.2.2. Title	<ul style="list-style-type: none"> <li>Unclear Document Title on EDMS; identical titles used for multiple documents with different numbers.</li> <li>The document title on the cover sheet and EDMS do not match. Titles must be consistent across all platforms.</li> </ul>
<b>7.8.3. Reason for not checking</b>	
7.8.4. File (with assigned correct file number)	<ul style="list-style-type: none"> <li>File cannot be opened properly; information is partially visible or missing.</li> <li>3D models requiring detailed checks by the BIM team.</li> <li>7z and .zip folders containing multiple files without appropriate metadata.</li> <li>Corrupted files</li> </ul>

- 7.9. A comprehensive and detailed list of potential issues and self-check procedures for documents is available in the Deliverables Quality Checklist (RBGL-DMT-LST-Z-00004), designed to assist stakeholders in identifying common documentation errors prior to submission.

## 8. ROLES AND RESPONSIBILITIES

Table 7 - Document Management RACI Matrix

Task \ Performer		RBR Document Control Manager	RBR Document Controller	RBR IT department	Documented Information Suppliers
8.1.1.	Set up and update the rules for the deliverable's quality control process and related assets	R/A	I	I	I
8.1.2.	Define document numbering structure and rules	R/A	I	I	I
8.1.3.	Oversees the overall document control process, ensuring compliance with established procedures and standard	R/A			
8.1.4.	Ensures training and support of document controllers and initial training of the project team in the use of the Project EDMS.	R/A		C	
8.1.5.	QC checks of documentation	A	R		I
8.1.6.	Interacts with other RBR project teams and departments and external documentation stakeholders regarding the timely exchange of information and documentation updates to ensure consistent communication, alignment on project standards, and adherence to compliance and regulatory requirements across all phases of the project	R	R		I
8.1.7.	Training of the project EDMS Users	A	R	C	
8.1.8.	Support and administration of EDMS users on technical system issues and requirements.	I	I	R	I

Task	Performer	RBR Document Control Manager	RBR Document Controller	RBR IT department	Documented Information Suppliers
8.1.9. Follow the requirements defined in that document		C	C		R/A
8.1.10. Self-check documents before submission			C		R/A

R- Responsible (doer), A- Accountable (approver); C-Consulted; I- Informed

## REFERENCES

Ref:	Document Number:	Document Title:
	RBGL-DMT-PLN-Z-00001	Document Management Plan
	RBGL-DMT-PRC-Z-00006	Document Control Procedure
	RBGL-DMT-PRC-Z-00002	Document Numbering and File Naming Procedure
	RBGL-DMT-LST-Z-00001	Document Numbering and Master Coding
	RBGL-DMT-LST-Z-00004	Deliverable Quality Checklist
	RBGL-RBR-TPL-Z-00008	MS Word Template
	RBGL-RBR-TPL-Z-00004	MS Excel Template
	RBGL-RBR-TPL-Z-00015	MS PowerPoint Template
	RBGL-RBR-TPL-Z-00005	MS Visio Template
	RBGL-DMT-LST-Z-00002	Abbreviations, Acronyms and Definitions Library
	RBGL-SCR-PRC-Z-00001	Information Protection Procedure
Design Guidelines Documents		
	RBDG-MAN-033	Design Guidelines – BIM Manual
	RBDG-MAN-034	CAD Standard
	RBDG-MAN-035	Codification Management
	RBDG-BIM-BMA-0004	Codification Tables
	RBDG-TPL-010	Change Management Form Template
	RBDG-TPL-011	Technical Study From Applicant Template
	RBDG-TPL-012	Technical Study From RB Rail Template
	RBDG-TPL-013	BEP Template
	RBDG-TPL-014	TIDP Template
	RBDG-TPL-015	MIDP Template
	RBDG-TPL-016	Codification Tables
	RBDG-TPL-017	QEX Template
	RBDG-TPL-018	QTO Template
	RBDG-TPL-019	BIM Objects Attributes Matrix
	RBDG-TPL-020	BIM Delivery Report Template
	RBDG-TPL-021	Data Drop Template
	RBDG-TPL-022	QaQc BIM Cad Template
	RBDG-TPL-023	Clash Check Report Template
	RBDG-TPL-025	CAD Template