



# Maintenance Policy

## RailServices

WE PROVIDE FIRST CHOICE MAINTENANCE SOLUTIONS FOR RAIL APPLICATIONS.  
From LRU\* to vehicle level – to keep the customer's vehicles running throughout the entire life cycle.

- Within the scope of our RailServices vision we would like to be the Service Partner Of Choice meeting our customer's demands for reliable and safety-related products and services. Together with the customer we want to focus on a successful win-win strategy for both parties.
- We are interested in building up long-term partnerships with our customers. We support our customers with our spare parts in OEM quality and our broad range of services. This enables our customers to operate their vehicles over the entire life cycle of 40 years and beyond.
- We support our customers to improve the quality of their maintenance processes to increase competitiveness and to expand their market position.
- Through our global service network, we are building up our maintenance and service expertise in the customer's local area.
- Our service centers are focusing on high availability, quick response times and short lead times - in close cooperation with our customers.
- Our performance portfolio covers the complete on- and off-board requirements
  - including an option for 3rd party products
  - for the maintenance of LRUs and systems right through to vehicle level.
- We support our customers with customized training programs concentrating on efficient maintenance, increasing the vehicle availability and reducing life cycle costs.
- We are focused on our customer's requirements. Customer satisfaction is our priority. Together we evaluate this and work closely to continuously improve our maintenance processes and performance.
- Our global Knorr-Bremse Production System (KPS) forms the basis of our maintenance processes. By using the identical technical documents, specifications and test equipment as for OE, we are safeguarding worldwide the original quality of our maintenance.
- This Maintenance Policy applies to the maintenance functions as stated in the respective EU regulations on railway safety. The maintenance functions are implemented into our matrix organization and Rail Excellence management system. Regular reviews and monitoring by performance indicators are in place to attain targets.
- Our target is to ensure sustainable and first-class maintenance competency and quality. Our RailServices Academy focuses on providing top qualified, motivated and committed employees.

\*LRU = Line Replaceable Unit

HARALD SCHNEIDER  
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**KNORR-BREMSE**