8D Report #200484

Project :	ADA, Riyadh Metro Transit System&Consortium	**Awareness date :**	24/03/2021
Platform :	Turnkey Systems	**Opening date :**	26/03/2021
Customer :	ARRIYADH DEVELOPMENT AUTHORITY	**Update date :**	18/10/2021
Supplier :	ST Electronics	**Closing date :**	//
		Step :	6/8

Title :	TCCU: Master does not manage all system at certain times (TCU card online)

D1	**Description**
	Created by GEBSKI Miroslaw on 2021-03-26
What, Where, How detected	1. Reliability : master does not manage all system at certain times (TCU card online) 2. TCU card is offline resulting in the full system not working (TCU card online when software is reloaded)
Why is it a problem	Operationnal tests cannot be performed, should be solved before system demonstration and its impact for Sytem demonstration and to start revenue service
How Many	Generally entire fleet 69 Trains
Objective to be reached	System have to fully operational
Impacted Product (PBS)	4. Communications | 4.9. PA/PIS/CCTV Wayside | 4.9.2. Passenger Information System
FBS	

D2	**Stakeholders**

Team leader	GEBSKI Miroslaw	**Safety leader**	

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Region Site Solving	Europe	**Region Projet**	Africa Middle-East and Central Asia
Reporting Unit in charge solving the issue	TRA Katowice PL	**Reporting Unit in charge of integration**	TRA Katowice PL

D3	Problem characterization
Provisional cost > 100K		**OTP reference**	
Kx classification	K4 Out of revenue service		

D4	Containment
Start Date (D4-KPI)	Part/system have to be fully operational before System Demo in RIY.
Target start Date	2021-07-15
Start Date (D4-KPI)	2021-07-15
End of deployment	2021-07-28

Progress / result / next steps for deployment	*Update by RANIPETA Mahaboob on 2021-07-28T00:00:00* 28/07/2021: Containment actions are provided, next step root cause and corrective actions are ongoing See enclosed summary file with dedicated action for each subsystems inside PAPIS Containment action under clarification between VBN/RIY/STEE 22-06-2021 Progress updated on file ver. 1.29 (enclosed) 28-05-2021 Progress updated on file ver. 1.25 (enclosed) 12-04-2021 Detailed action plan are present on enclosed follow up file -> Riyadh - Defects STEE products follow-up 12-04-2021 Suspected software and bad installation of components. 27-04-2021 RCA: Bad Instalation suspected Containment action : Case bad installation : Reflash the module

List of actions

No	Actions (what?)	Resp. action (who?)	Due date (when?)	Date of completion
1192532	TCU card offline: Reflash the module	MUSSA Taha	2021-06-30	2021-07-28
1232815	TCCU Master does not work: Only one TCCU to be power on to avoid switching of TCCUs.	RANIPETA Mahaboob	2021-07-31	2021-07-28
1232816	TCCU loss com: No other containments action at the moment, just replace the TCCU	RANIPETA Mahaboob	2021-07-31	2021-07-28

D5	Root causes
Progress / result / next steps for deployment	*Update by RANIPETA Mahaboob on 2021-10-06* 05-Oct-2021: TCCU mastership issue is resolved with STR 5.6.1 Other two issues related to TCCU, root cause identified. - TCU card offline : Root cause: Manual installation with bad IP address - TCCU loss com: Root cause: Manual installation with bad IP address
Root causes Occurence	*Method - Plan not followed*
Root causes Non Detection	*, 2 - Validation issues*

List of actions to deploy the corrective solutions

No	Actions (what?)	Resp. action (who?)	Due date (when?)	Date of completion

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D6	Solution
What does the solution consist of?	TCCU mastership issue is resolved with STR 5.6.1 --> Done The new release STR 5.7.0 is also released by STE to fix other issues
Mod reference	
Target start Date	2021-11-06
Start Date (D6-KPI)	2021-09-12
% done	100% on

List of actions to deploy corrective solutions				
No	Actions (what?)	Resp. action (who?)	Due date (when?)	Date of completion

D7	Rex
List of recommendations	*Update by on*
Plateform concerned by Rex	
Metiers concerned by Rex	
Impacted projects have been notified ?	

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		List of actions to engrave the lessons learn			
No	Actions (what?)		Resp. action (who?)	Due date (when?)	Date of completion
1258616	Perform the REX related to the TCCU issues , engage supplier		RANIPETA Mahaboob	2021-11-15	0000-00-00