

# Appendix 1

## Technical Production Data Product Sheets

Train No	No CA	Days of running	Traffic flow	Dept. TMA/HT	TDp FWD	TArr Stn A	TDp Stn A	.....	TArr DEST	Arrival TMA/HT

**CA = Customer Agreement**  
**DEST = destination station**  
**FWD = forwarding station**  
**HT = hand-over time**  
**TArr = time of arrival**  
**TDp = time of departure**  
**TMA = time made available**

## Appendix 2

### Measurement Points

Punctuality is to be measured as a comparison between the times planned in the timetable and the actual times at agreed measurement points. For example:

<b>Railway undertaking</b>	<b>Measurement point</b>	<b>Content of the data</b>
Railway undertaking A	Forwarding station	Departure, reason for delay
Railway undertaking A	Hand-over point	Departure/pass reason for delay
.....		
Railway undertaking Z	Hand-over point	Arrival/pass reason for delay
Railway undertaking Z	Destination station	Arrival reason for delay
Railway undertaking Z	Release of the wagons after delivery of the goods	Release reason for delay

## Appendix 3

### Managers responsible

within each of the parties to the contract (or staff nominated by the manager responsible)

Telephone, mobile telephone, fax, e-mail

**Customer**

**Railway undertaking**

**Production manager**

**Manager responsible for handling commercial aspects**

Clear allocation of responsibilities for the following tasks:

- measurement of punctuality (point 1.1)
- information (point 1.1)
- cancellation of trains (points 1.1 and 1.3)
- supply of wagons (point 1.1)
- settlement of loss and damage (points 1.1 and 1.5)
- loading standards (point 1.1)
- invoicing (points 1.1 and 1.6)
- monitoring (point 1.7)