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Total Quality Management

1. Vademecum on Total Quality Management

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CHAPTER I: INTRODUCTION TO QUALITY

Quality is expensive but does not increase revenue

Quality means more work for staff

Quality slows down activity by producing more complex procedures

Quality is impossible since it is impossible to satisfy everybody

Quality is the sole concern of operators

Quality cannot improve the overall service because there are so many protagonists

Quality is a luxury that is beyond our means

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AUTHORITIES AND OPERATORS

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III.2 Quality: shared control by Organising Authorities and Operators

III.3 A contract for succeeding together

2. Focus Paper on Quality (DE - EN - FR)

3. CEN Standard (DE - EN - FR)

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4. Quality Survey of the UITP Committee on Regional and Suburban Railways :

The UITP Committee on Regional and Suburban Railways studied the issue of good practices in the field of service quality. A questionnaire was prepared and the following companies filled it in: FGC Barcelona, CP Lisbonne, FN Milano, ÖBB, Stern & Hafferl, CFL, RATP, SNCF, SNCB, Munich Verkehrsverbund. Enclosed you will find two Powerpoint

documents (English, and French) in which the results of the study are presented.

- Service Quality in Regional and Suburban Railways (ppt – 31 slides)
- La qualité de service dans les chemins de fer régionaux et suburbains (ppt – 31 slides)

5.1 Training Programme : Leipzig, January 2003, Session on Quality

- Bernard AVEROUS (ppt - 13 slides)
- Yves MATHIEU (ppt - 9 slides)

EN (English) FR (French) DE (German) SP (Spanish) IT (Italian)						
5.2 Conferences and Congresses Reports on Quality Management						
Title	Author(s)	Bibliogr.	Abstract	Full text	Powerpoint	Video(s)
Service quality and contract development	DALBORG Björn UITP Conference Wien 2003	EN	EN	EN	EN 20 slides	
Service quality and contract development	KINANE Matt UITP Conference Wien 2003	EN	EN	EN	EN 11 slides	
The Hong Kong experience	WONG Lap-Wai UITP Conference Wien 2003	EN	EN	EN	EN 21 slides	
The quality approach of the operator and the evolution of the contract In Prague	DOSEK Zdenek UITP Conference Wien 2003	EN	EN	EN	EN 21 slides	
The role of the quality partnerships and quality contracts	HOWCROFT Keith, TYSON William J. UITP Conference Wien 2003	EN	EN	EN	EN 14 slides	
Barcelona, October 2002 - inventory of the best practices in the field of Service quality	Regional and Suburban Railways Committee 2002				EN 30 slides	
Customer-oriented approach in Prague	DOSEK Zdenek UITP Conference Shanghai	EN	EN	EN		

	2002					
De Lijn guarantee ISO 9001	General Commission Transport Management 2002				EN 21 slides	
Organizational transformation as an element of urban transport Quality enhancement in Poland	CHUDZICKI Jerzy UITP Conference Lodz 2002	EN	EN	EN	EN 8 slides	
What marketing does for public transport ?	NOST K UITP 4th Asia Pacific Assembly 2002			EN		
Commission on human resources - Wien, march 2001 (enclosure - the Customer: a natural concern for staff)	ROTH Ivan Commission on Human Resources 2001			EN		
Commission on human resources - Wien, march 2001 (enclosure - training towards customer service for drivers)	ARMENGOL VILLA I Commission on Human Resources 2001			EN		
Have you ever won 16 times as many customers? The Putra experience	BIN NASIR Mohd Azman UITP Conference - Barcelona 2001			EN		
Lessons from London . A passenger perspective	MAY Suzanne UITP Congress Report - London 2001				EN 20 slides	
Making political decisions in transport investment more informed - a Case study for intermediate modes in London	SEAGRIFF Elaine UITP Congress Report - London 2001			EN		
Modern and attractive LRV-systems . An example of excellent customer Service and service quality	KRUCK Andrea UITP Congress Report - London 2001				EN 23 slides	
New media . The strategic chance for public transport	HÖFLINGER Peter UITP Congress Report - London 2001				EN 17 slides	

Redesigning a successful transit service to make it even more Successful . A case study	WOLCZYK Michael S UITP Congress Report - London 2001			EN		
Service delivery standards in London underground (b)	ROLPH Andrew UITP Conference - Barcelona 2001				EN 14 slides	
The new standard regarding public transport passenger service. A Lever of management improvement	BIDAULT Jean-Maurice UITP Conference - Barcelona 2001			EN		
The quality approach of Italian public transport. Quality certification As a strategic decision . The new standards of the ISO 9000 series	MINGARDI Enrico UITP Congress Report - London 2001				EN 14 slides	
Bus committee - Praha, march 2000 (enclosures) - passengers comfort in Buses	BROWN Simon, CLAUSEN René, CURTIL Alain Bus Committee 2000			EN		
Switching to public transport	BRÖG Werner 2 nd UITP Asia-Pacific Congress Melbourne 2000				EN 24 slides	
The role of light rail in urban transport systems . Winning back cities From the automobile	KENWORTHY Jeff, LAUBE Felix 2 nd UITP Asia-Pacific Congress Melbourne 2000				EN 47 slides	
Using surveys to track customer satisfaction	CROWTHER Bob UITP Conference - Hanover 2000				EN 12 slides	

5.3 Articles from "Public Transport International" on Quality Management

A RELATIONSHIP BASED QUALITY SERVICE : CONSIDERATE SERVICE
 DELMAS Sylviane
 PUBLIC TRANSPORT INTERNATIONAL 2002, 5

CENTRAL EUROPE : SERVICE QUALITY PROGRAMME OF THE PRAGUE
PUBLIC TRANSIT CO. INC.

DOSEK Zdenek

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

FOUR YEARS OF QUALITY PARTNERSHIP : EXPERIENCE IN GREATER
MANCHESTER

TYSON William J.

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

SAFETY AS QUALITY GAURANTEE WITHIN THE SAO PAULO METRO
TAMBELLI Diego G

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

SERVICES QUALITY IN PUBLIC TRANSPORT : OUTLOOK FOR 2010.
VIEWS OF EIGHT PROFESSIONALS ACTIVE IN PUBLIC TRANSPORT
NETWORKS FROM ACROSS THE GLOBE

MATHIEU Yves

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

SERVICE QUALITY STANDARDS OF PUBLIC TRANSPORT WITHIN THE
SUB-SAHARAN AFRICA CONTEXT

GODARD Xavier

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

SERVICE STANDARD CERTIFICATION IN THE RATP OPERATING
SECTOR

KOSELEFF Yves

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

SHANGHAI : STATUS AND TRENDS IN THE URBAN PUBLIC TRANSPORT
GUILIN Lin

PUBLIC TRANSPORT INTERNATIONAL 2002, June

ZURICH, SWITZERLAND : IMPROVING PUBLIC TRANSPORT QUALITY
LÜDI Fritz

PUBLIC TRANSPORT INTERNATIONAL 2002, 5

IMPROVING THE IMAGE OF THE BUS MAIN LESSONS FROM THE
CONFERENCE ON INNOVATION IN ROAD PUBLIC TRANSPORT,
Maastricht, 8-9 february 2001

DAUBY Laurent

PUBLIC TRANSPORT INTERNATIONAL 2001, 2

TILTING TRAINS OPERATIONAL CHARACTERISTICS AND IMPACT ON
TRAVEL TIMES

PROFILLIDIS VASSILIOS A
PUBLIC TRANSPORT INTERNATIONAL 2001, 1

BILBAO WORKSHOP . CUSTOMER DATABASES
PALOMINO Susana
PUBLIC TRANSPORT INTERNATIONAL 2000, 2

OPERATING AND MAINTENANCE STAFF. CO-ACTORS AS WELL AS
THOSE RESPONSIBLE FOR THE RESULTS FOR THE CUSTOMER
CHAUMOT Claude
PUBLIC TRANSPORT INTERNATIONAL 2000, 4

ROUEN'S LIGHT RAIL SYSTEM . FACTORS IN ITS SUCCESS
HUE Raymond
PUBLIC TRANSPORT INTERNATIONAL 2000, 5

STIB/MIVB MARKET STUDIES . 10 YEARS OF EXPERIENCE AND
CONSISTENCY
BRISMEE Marianne, GRAINDOR Etienne
PUBLIC TRANSPORT INTERNATIONAL 2000, 2

THE ISSUE OF POLLUTION FOR TRANSPORT OPERATORS AND THEIR
CUSTOMERS
DAUBY Laurent
PUBLIC TRANSPORT INTERNATIONAL 2000, 2

YEAR ONE OF METEOR OPERATIONS . AN ASSESSMENT . METEOR : THE
PARIS METRO'S FIRST DRIVERLESS LINE
GRIFFE Pierre
PUBLIC TRANSPORT INTERNATIONAL 2000, 1