

IN-PERSON TRAINING 

Process and Continuous Improvement in Public Transport

9 - 12 March 2026
Istanbul, Türkiye

Boost public transport performance with this hands-on, on-site training led by UITP and Metro Istanbul. Discover DMAIC, Lean Six Sigma and ISO-based tools to improve service quality and day-to-day operations. Learn through interactive workshops, real operational cases and a technical study visit showcasing continuous improvement in action.



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LEARNING OBJECTIVES

By the end of the training, participants will be able to:

- Apply **DMAIC methodology** to identify performance issues.
- Problem solving methods like **5Why, Fishbone technics** to solve problems.
- Use **data and analytics** to guide decisions and evaluate improvements.
- Design and implement **sustainable improvement projects**.
- Foster a **culture of operational excellence** supported by measurable outcomes.
- Integrate **AI and digital tools** for better process management.
- Align their work with **ISO EN 13816, ISO 9001, ISO 10002, and ISO 13053** standards.

WHO IS IT FOR?

- Managers, supervisors, and team leaders in operations, maintenance, planning, or quality.
- Process improvement specialists and data analysts.
- Quality and safety officers implementing ISO standards.
- Project managers and engineers involved in Lean or Six Sigma projects.
- Public authorities and regulators overseeing service contracts.
- Consultants and trainers in operational excellence.

A TOP LEVEL METHODOLOGY

- Interactive sessions combining **presentations, case studies, and workshops**.
- Hands-on application of DMAIC through **real-world case exercises**.
- **Peer exchange** in group discussions to share best practices and challenges.
- On-site learning during the **Metro Istanbul technical study tour**.

UITP Training Programmes and all related processes are certified for ISO 21001:2018 – the standard for Educational organizations - Management systems for educational organizations



TRAINERS

Our skillful trainers are composed of UITP lecturers and international experts.



Dr. Feyzullah GÜNDOĞDU
Head of Eurasia, UITP



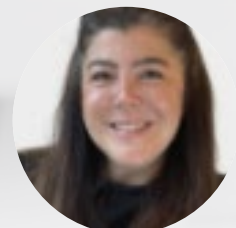
Christiane JUST
Founder & CEO, Contexture Consulting



Barış OĞUZ
Lean Six Sigma - Master Black Belt & Founder, Hisa Quality



Nazim KADRIZADE
Deputy General Manager, Metro Istanbul



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Senior Training Manager, UITP

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PROGRAMME AGENDA

Day 1

- 08:45** Welcome Words by Metro Istanbul
Introduction & Expectations Analysis
- 09:30** Session 1: Introduction the Process and Continuous Improvement
- 11:30** Session 2: The Customer Needs (VOC)
- 12:30** Lunch
- 13:30** Session 3: Project Creation
- 16:00** Session 4: Project Definition Phase
- 18:00** End of Day 1

Day 2

- 08:45** Session 5A: Understanding and Analysing Data
- 10:15** Session 5B: Introduction to Data Analysis
- 11:30** Session 6A: Data Analysis
- 12:30** Lunch
- 13:30** Session 6B: Data Analysis
- 14:45** Session 7: Data Analysis
- 17:00** End of Day 2

Day 3

- 08:45** Session 8: Project Control and Closure
- 11:30** Session 9A: Statistical Project Control and Closure
- 12:30** Lunch
- 13:30** Metro Istanbul Study Tour and Depot Visit
- Examples of Kanban Projects
- Live Project Presentations from Metro Istanbul
- 17:00** End of Day 3

Day 4

- 08:45** Session 9B: Statistical Project Control and Closure
- 10:15** Session 10: Control and Closure
- 12:30** Lunch
- 13:30** Closing of the Programme
- Wrap up of the Programme
- Lessons Learned
- Survey
- Certificate Ceremony
- Group Picture
- 14.30** End of the programme

*UITP reserves the right to make amendments to the programme or any related activity