Quality encyclopaedia for station managers

UIC nextstation TEHRAN 2019

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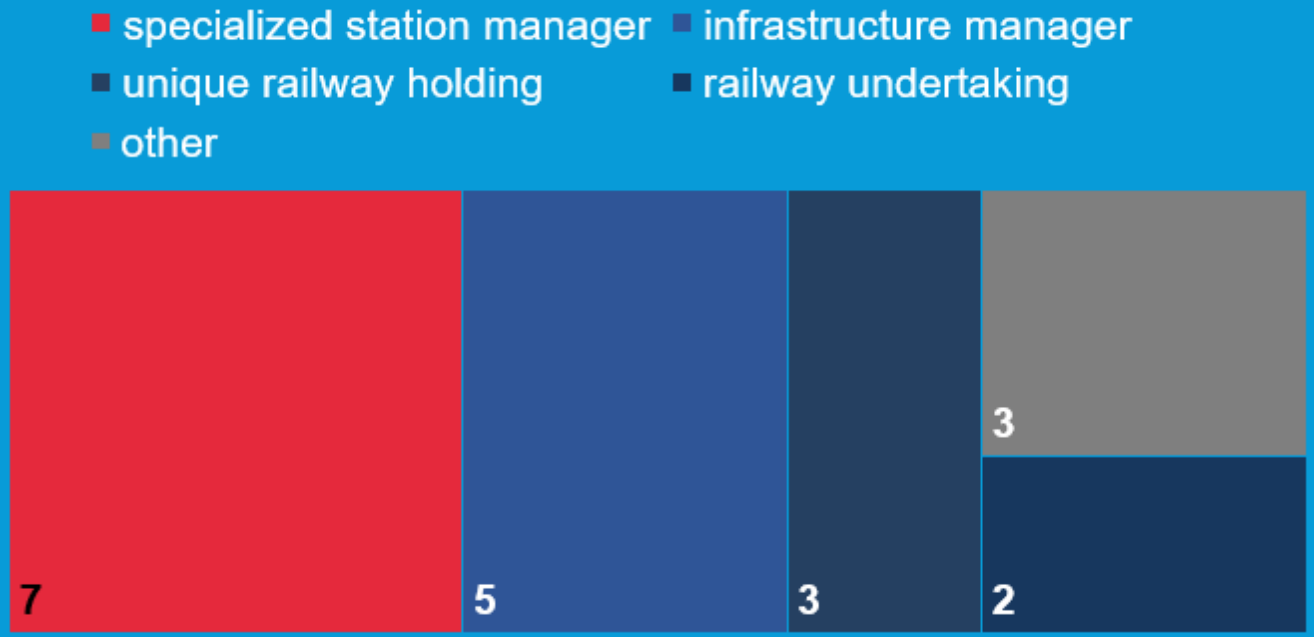
Quality survey

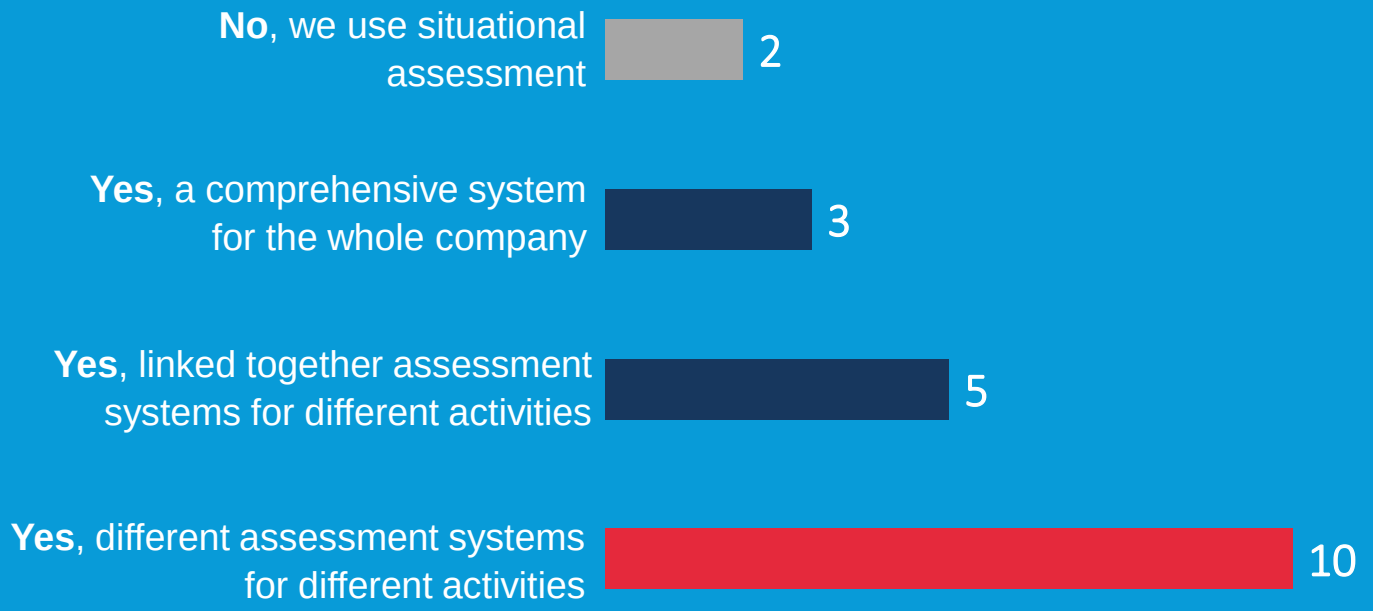
- respondents



7 – number of answers

Quality survey

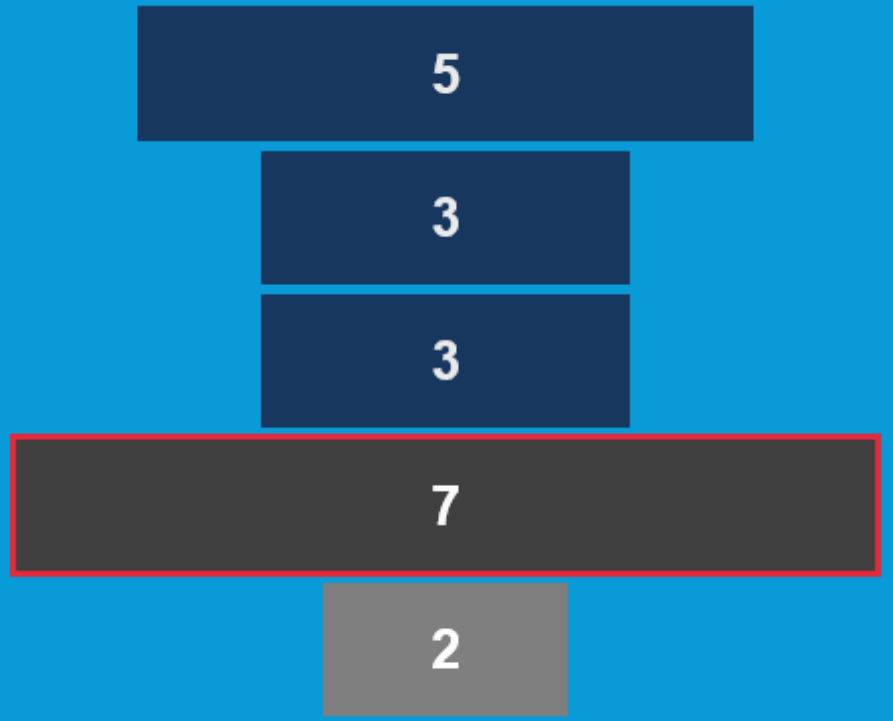
- does your company have a general quality assessment system?



5 – number of answers

Quality survey

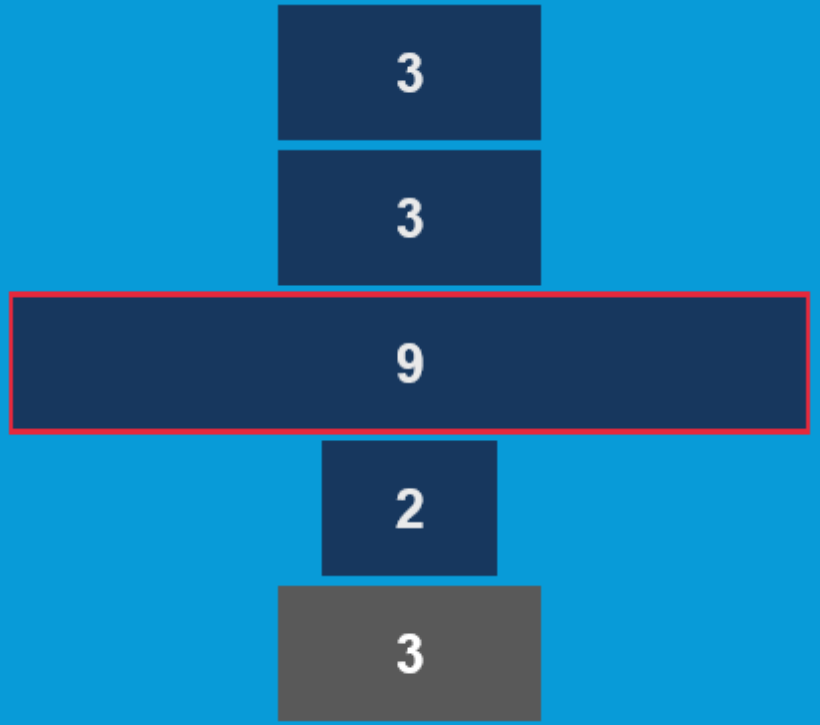
- Do you have a specific quality assessment and monitoring system for stations?



7 – number of answers

Quality survey

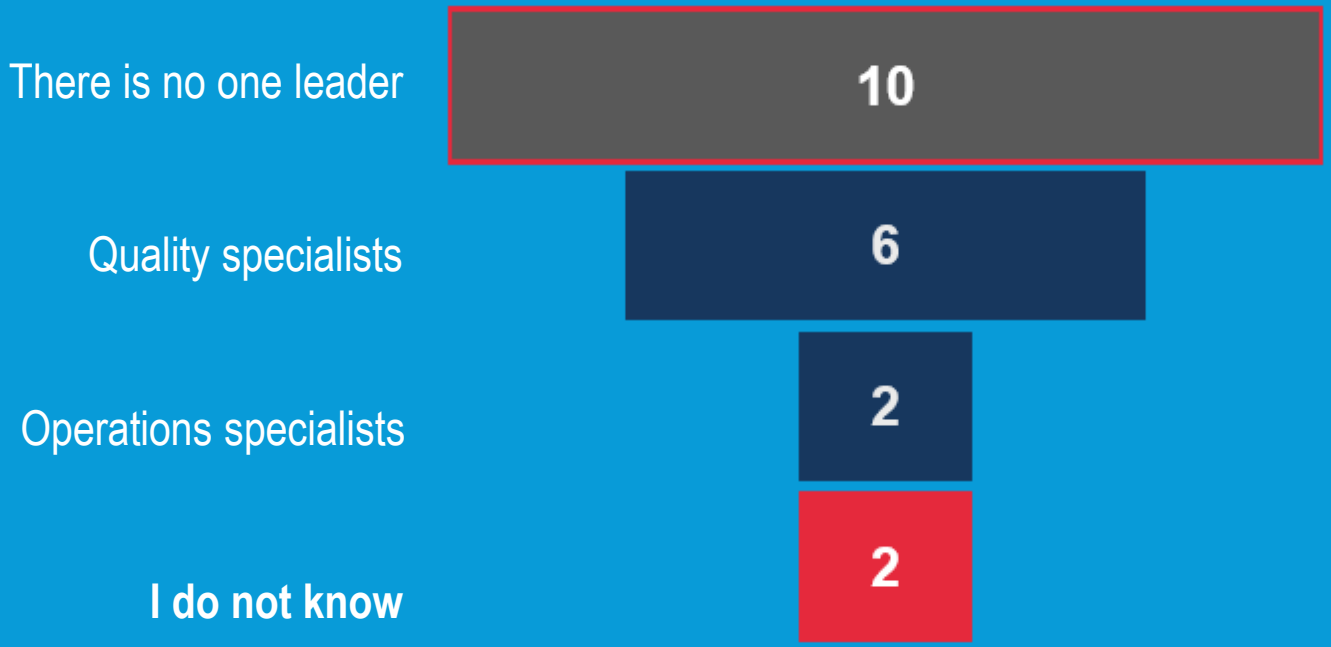
- Do you have a specialized quality department in your company?



9 – number of answers

Quality survey

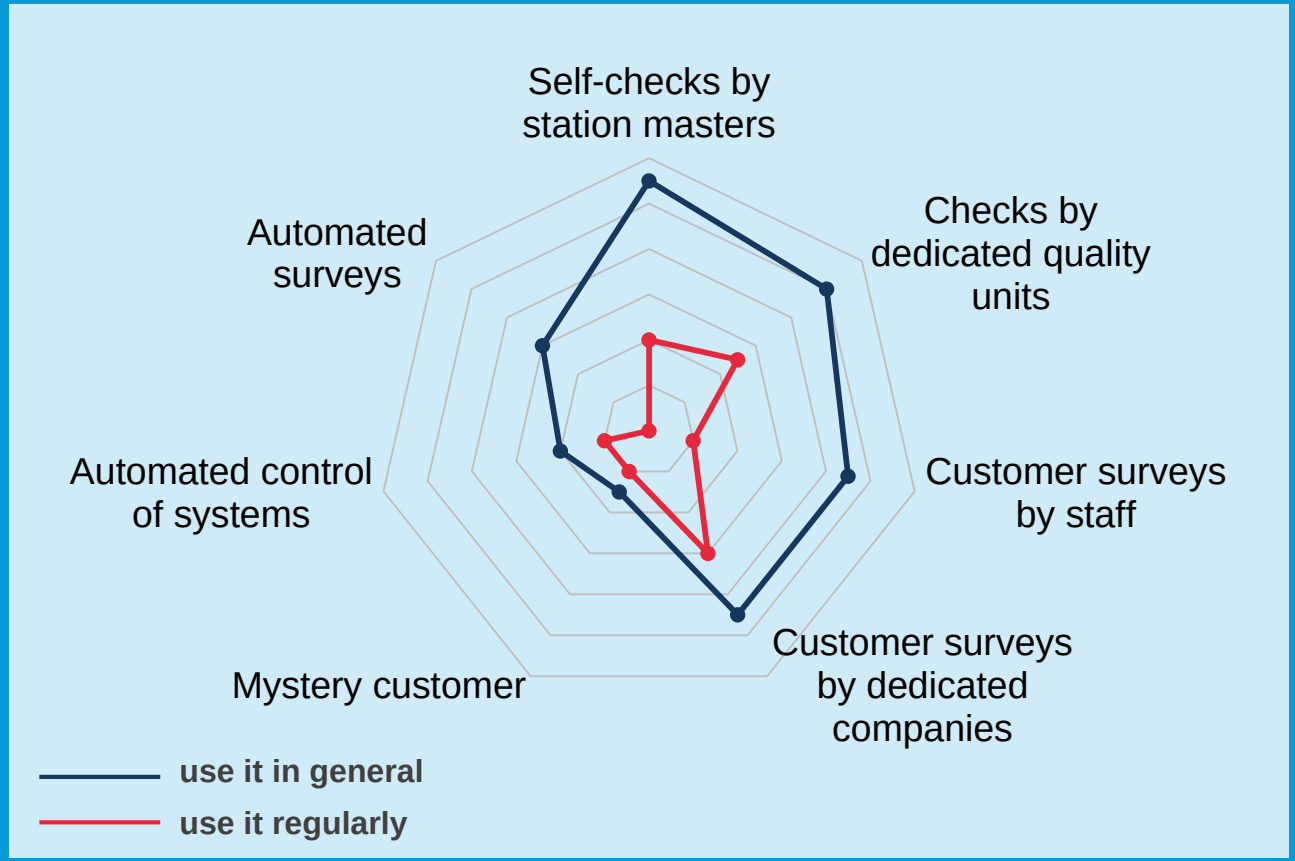
- Who oversees quality assessment methodology in your company?



6 – number of answers

Quality survey

- Which tools do you use?
- Which tools do you use regularly?



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Quality survey

- Conclusions

1/2 **of station managers do not have quality assessment system**, though within this group less than 10% consider it useless

1/2 of 35 most often used tools require **responsibility of station managers**

a volunteer process

5/6 of tools require **regular use**

a regular process

Quality assessment system within railway station units has a **trend to be outsourced**.

Digital and automated solutions do not seem to be widely used.

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Current vision of **overall quality** is **analogous to 3.0 technologies**.

Each of this part can be **assessed with different tools**.

1.Standards and regulations

reliability, sustainability, maintainability

correspondence to internal rail / station standards

2. Feedback from clients

meeting customer requirements

3. Prediction of new needs

meeting customer expectations

quality of technological and technical performance
+ quality of services as perceived by clients
+ quality of development

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In need of an IRS:

principles
for setting up
a quality
assessment system.

1. a **common vision** of quality and quality management system prior to elaboration of standards and use of tools
2. quality management system should be **understandable**, both for managers and regular staff
3. the system should be **easily adjustable** to changing societal needs;
4. quality management system should **consider clients' point of view**.

Station quality **encyclopaedia**.

- Allocation of tools for 3.0 quality system.
- Types of effects from application.
- Source of initiation and responsibility.
- Priority and periodicity.
- Correspondence to station classes.
- Demand for financing and human resources.

How it works

choose type or tool and see effects

collate tools by resources needed

	Type	Tool	Effects from implementation	Internal / External effects	Source of initiative	Priority (1 comes first, 5 comes fir	Periodicity	Optimal responsible (by departments or u	Implementation speed	Financial expenses on kick-o	Financial expenses on further applicati	Human resource expenses for off	Human resource expenses for further appli	Necesarry level of human resources	Important cross-checks
1	Certification and standartization	ISO certification 9000	Internal structuring of quality management system and processes; image effect	Mixed	Mixed	1	Single	general quality management	low	high	medium	high	high	high qualified	1) cost-benefit ratio (number of stations to be certified, if object-based approach is chosen); 2) understanding of ISO certification process by all employees; 3) pre-establishment of all necessary monitoring procedures
2	Certification and standartization	ISO certification 14000	Internal structuring of environmental management system and processes; image effect	Mixed	Mixed	1	Single	general quality management	low	high	medium	high	high	high qualified	1) cost-benefit ratio (number of stations to be certified, if object-based approach is chosen); 2) understanding of ISO certification process by all employees; 3) pre-establishment of all necessary monitoring procedures
3	Certification and standartization	Labeling	Image effects	Mixed	Volunteer	5	Periodic	station manager	low	low	low	high	low	high qualified	1) clear (objective) criteria; 2) understanding by all employees; 3) external promotion for clients; 4) clients' perception as one of the basis for labelling
4	Self-checks, internal surveys and monitoring	Daily check by station staff	Fast reaction on non-conformity to quality	Internal	Volunteer	2	Permanent	station manager	fast	low	low	low	low	standard	1) unified process for all stations (may be classified by station size or other parameters); 2) understanding of objectives, process and results by all station staff; 3) clear system of further data processing and decision-making (who, a what level and how uses the information)
5	Automated control	Automated control of engineering systems	Fast reaction on breakdowns and minimization of human factor	Internal	Volunteer	3	Permanent	engineering and IT	low	high	high	high	medium	high qualified	1) backup amd monitoring systems; 2) specialists for manual conrol or other solutions in case of break-down; 3) outreach to related employeyees; 4) cost-benefit ratio (at planning stage)
6	Customer surveys and feedback	General customer surveys conducted by station staff	Part of PDCA-cycle; image effect	External	Volunteer	4	Periodic	station manager	fast	low	low	high	low	high qualified	1) unified process for selected stations; 2) understanding of objectives and expected results by station staff; 3) pre-defined principles and rules for conducting a survey, as well as lists of questions / questionnaires to be distributed among station staff; 4) compliance with working time and duties of station staff (to exclude overload); 5) 1-3 responsible persons at central unit to be available for Q&A, help

build a whole system by setting priorities and periodicity

organize processes with optimal responsibilities

see important checks and compatibility with other tools

Thank you

for your kind attention

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