Parallel Session 4B – Station Management & Financing

Quality encyclopaedia for station managers

Ekaterina KOZYREVA
International Projects Director
Quality survey

- respondents

- specialized station manager
- unique railway holding
- other
- infrastructure manager
- railway undertaking

7 – number of answers
Quality survey

• does your company have a general quality assessment system?

No, we use situational assessment

Yes, a comprehensive system for the whole company

Yes, linked together assessment systems for different activities

Yes, different assessment systems for different activities

5 – number of answers
Quality survey

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

Yes, only for services
5

Yes, for operations and services
3

Yes, but for some specific activities only
3

No, but we have been thinking about it
7

No, we do not need it
2

7 – number of answers
Quality survey

Do you have a specialized quality department in your company?

Yes, within mother company
3 answers

Yes, within station management company / division
3 answers

Only dedicated specialists, without any units
9 answers

We have a performance assessment department not dedicated to stations
2 answers

No, we do not have it
3 answers

9 – number of answers
Quality survey

• Who oversees quality assessment methodology in your company?

- There is no one leader: 10
- Quality specialists: 6
- Operations specialists: 2
- I do not know: 2

6 – number of answers
Quality survey

• Which tools do you use?

• Which tools do you use regularly?
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.

5/6 of tools require regular use.

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

Digital and automated solutions do not seem to be widely used.
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
   - quality of technological and technical performance
   - quality of services as perceived by clients
   - quality of development

3. Prediction of new needs
   - meeting customer expectations

E. Kozyreva
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**.
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

<table>
<thead>
<tr>
<th>Type</th>
<th>Tool</th>
<th>Efforts from experimentally</th>
<th>Priority, resource fit</th>
<th>Scope</th>
<th>Planner</th>
<th>Resources needed</th>
<th>Implementation speed</th>
<th>Important checks and compatibility with other tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certification and standards</td>
<td>ISO certification ISO 26000</td>
<td>Mixed</td>
<td>Single</td>
<td>Low</td>
<td>Low</td>
<td>High</td>
<td>High</td>
<td>High quarter</td>
</tr>
<tr>
<td>Certification and standards</td>
<td>ISO certification ISO 14009</td>
<td>Mixed</td>
<td>Single</td>
<td>Low</td>
<td>Low</td>
<td>High</td>
<td>High</td>
<td>High quarter</td>
</tr>
<tr>
<td>Certification and standards</td>
<td>Training</td>
<td>Mixed</td>
<td>Permanent</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>High quarter</td>
</tr>
<tr>
<td>Self-check, internal surveys and monitoring</td>
<td>Daily check by station staff</td>
<td>Internal</td>
<td>Permanent</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>High quarter</td>
</tr>
<tr>
<td>Automated control</td>
<td>Automated control of engineering systems</td>
<td>Internal</td>
<td>Permanent</td>
<td>High</td>
<td>High</td>
<td>High</td>
<td>High</td>
<td>High quarter</td>
</tr>
<tr>
<td>Customer surveys and feedback</td>
<td>General customer surveys conducted by customer staff</td>
<td>Internal</td>
<td>Periodic</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
<td>High quarter</td>
</tr>
</tbody>
</table>

- **choose type or tool and see effects**
- **collate tools by resources needed**
- **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