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Translation

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Manual for establishing and managing quality in international combined transport

*Manuel pour la mise en place et la gestion de la qualité en transport combiné international
Handbuch für die Einführung eines Qualitätsmanagements im internationalen kombinierten
Ladungsverkehr*



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Summary

UIC Leaflet 293 sets out a framework for the introduction of combined transport quality systems and the development of joint systems by railway undertakings. It proposes a structured approach to adopting a quality management programme in combined transport and draws on practical examples of pro-active quality control measures such as the Brenner Service Centre (Germany - Austria - Italy) and quality labelling initiatives on a series of European routes.

To succeed in an international context, quality management must be borne of a joint approach adopted by railway companies. This leaflet on quality advises European railways to cooperate closely when crafting quality management systems. The measures proposed are based on effective monitoring of trains, a reliable communications chain being put in place between railways and their customers and systematic analysis of performance. The latter should lead to action being taken to enhance the calibre of services provided in line with the specific circumstances at hand.

1 - Introduction

These guidelines have been compiled by the UIC Combined Transport Group (CTG) Quality Working Party.

Their purpose is to support the railways in their efforts to develop quality management systems and foster the emergence of yet more systems of this kind.

Owing to the rapid expansion of combined transport in Europe since the mid-nineties, quality-related shortcomings have emerged on a large number of routes and can only be eliminated through joint projects. Setting up quality management systems is an example of this type of joint project, in which quality management and international cooperation are closely intertwined.

These guidelines are derived from existing quality management system configurations and draw on the experience gained through the UIC labelling system for combined transport on the UK - European mainland and Benelux - Switzerland routes, the creation of a multilateral service point (Brenner) to manage the Denmark/Germany - Italy route and the development of a quality management system on the Germany - Iberian Peninsula route.

The guidelines are intended for all member railways of UIC. With the restructuring of many railways in Europe the notion of railways is not only valid for railway undertakings, but also for infrastructure managers, traction companies and others.

In crafting these guidelines, the Quality Working Party is seeking to create a common tool enabling all European railways to boost the calibre of combined transport products. It is only by improving the quality of joint services that we will be in a position to bolster our market share.

2 - Quality

Is quality a buzz word? Definitely not!

Quality implies "delivering on your promises"!

Quality is an underlying part of each product that we market as a service; it is a guarantee of adherence to what was agreed upon. Indeed the concept actually goes one step further; quality implies a match between the customer's requirements and the service-provider's technical capacity.

Irrespective of the move towards liberalisation, quality hinges on optimal cooperation and understanding:

- between operations and marketing departments,
- between railway undertakings,
- between railway undertakings and other stakeholders in the transport chain (customers, terminals, agents, etc.).