

Client: TRAINOSE Greek Railways

Location: Athens (Greece)

Time Frame: June 2007 – June 2008

Name of Project: Implementation of Service Quality Management according to EN 13816 for IC and ICE trains between Athens and Thessaloniki



Main Project Features:

- Development of quality criteria and quality standards
- Preparation of measurements by inspectors
- Technical performance measurements (delays, failures, etc.)
- Creation of basis for the development of a QMS in accordance with EN ISO 9001
- Development of quality reporting
- Preparation of management manual according to EN 13816
- Training of managers and internal auditors

Subject: Public transport