

QUALITY MANAGEMENT SYSTEM IN PUBLIC TRANSPORT OF PERSONS ACCORDING TO ISO 9001:2008

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Abstract: Companies from transport is facing daily with complex situations generated by various factors, form domain legislation up to special transport conditions, weather conditions etc. Capacity of rapid and efficient action under these situations is a necessity in transports activity. System provides a complete management of each transport means by processing the following information: identification data, cars availability, board activities, endowments and accessories, functioning authorities etc. Insurances evidence on each transport means allows the evidence of uncovered insurance claims, of accidents and of the way of recovering claims. The management of transport activities is correlated with human resources involved by the specific documents management: visa validity for various countries, health insurance validity, driving license validity, passport etc. By applying the requirements in ISO 9001: 2008, public passenger transport system to ensure the satisfaction of passengers and kept under control industry-specific processes.

Keywords: QUALITY, MANAGEMENT, TRANSPORT, PROCESS, PASSENGER, SYSTEM

1. Introduction

What is a standard?

DEF = "a document established by consensus and approved by a recognized body providing - for common and repeated use - rules, guidelines and features on the activities and results, thus ensuring an optimal level of order in a given context".

Quality: the extent to which a set of inherent characteristics fulfills requirements.

Requirement: need or expectation that is stated, generally implied or obligatory.

System management: system (set of interrelated or interacting elements) that establish policy and objectives and those objectives are achieved.

NOTE: A management system of an organization can include different management systems such as a quality management system, a financial management system or an environmental management system.

Quality management system: management system which directs and controls an organization in terms of quality.

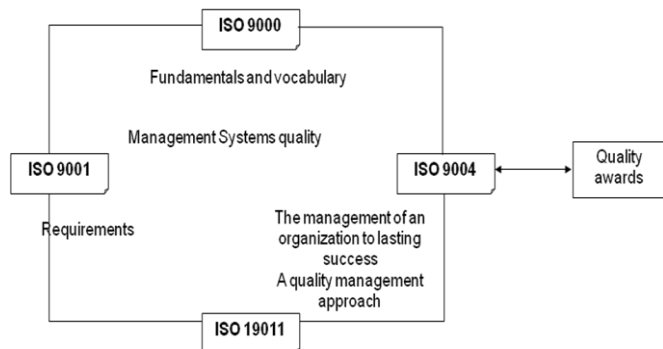


Fig. 1 ISO 9000 family of standards

2. Presenting and explaining certain requirements of ISO 9001: 2008

Quality of conception determine the public transport service

- Quality is done in the public service transport
- Quality is manifested in exploiting available means of transport

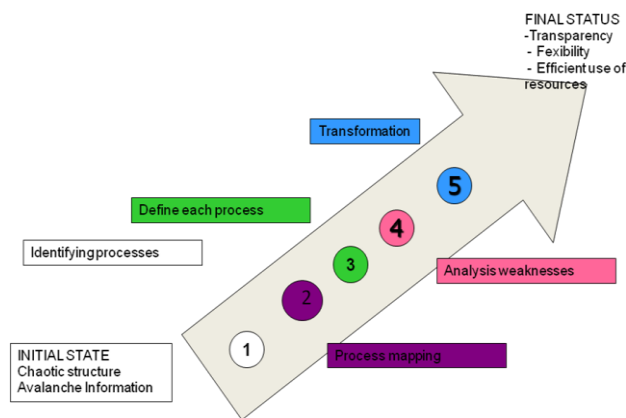


Fig. 2 The move towards a process-oriented organization

Requirements for quality management system documentation in the field of public passenger transport services includes: document control, records control, management commitment, customer focus, quality policy, planning, responsibility, authority and communication, management review, planning achieve product / service.

- Planning involves design and development:
- a. Elements of design and development input,
 - b. Elements of design and development output,
 - c. Analysis of design and development,
 - d. Verification of design and development,
 - e. Validation of design and development,
 - f. Control of the design and development changes.

Processes related to customer relationship / traveler are considering design and development of public transport people, supplies the necessary processes currently deployed, production and service provision, control of monitoring equipment and measuring customer satisfaction / traveler, internal audit, monitoring and measuring processes, monitoring and measuring product control product / service inconsistent, data analysis, improvement.

Customer satisfaction: customer perception about the extent to which customer requirements are met.

NOTE 1 customer complaints is a usual indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction.

NOTE 2 Even when customer requirements have been established and were satisfied with it, it does not necessarily ensure high customer satisfaction and.

- I. Introducing new concepts: customer satisfaction „ / traveler "
- II. The need for regular measurement of customer satisfaction / traveler

Complaints are an indicator of customer dissatisfaction

Indirect rating

- a. Turnover
 - b. Frequency Controls / racing
 - c. The proportion of customers set
 - d. The duration of the client relationship
 - e. ratio of recommendations given by clients
 - f. The rate of positive responses
 - g. Number of complaints
 - h. Market Segment
 - i. The rate of loss of customers / passengers
- Direct assessment
- A survey method (eg by post, fax, e-mail)
 - B. Contact Phone
 - C. Direct contacts

References

- *** ISO 9000: 2006 Quality management systems. Fundamentals and vocabulary.
- *** ISO 9001 : 2008 Quality management systems. Requirements
- *** ISO 9004:2009 (replaces ISO 9004:2000) Guidance Document Managing for the sustained success of an organization. A quality management approach
- *** ISO 19011:2011 Guidelines for auditing management systems

3. Conclusions

Possible obstacles in the development of quality management in public transport services:

Human Barriers:

- a) failure to action hiring of the Director General and management team;
- b) managers do not have clear goals and quality objectives;
- c) do not give managers instance, does not demonstrate that they truly believe or intend what I say;
- d) insufficient trained staff;
- e) Good communication is encouraged, not paying attention to attitudes, ability and employee participation not clear what is expected of them.

Cultural barriers:

- a) improve the quality of power is perceived as quality assurance departments and quality control;
- b) improve the quality of power is perceived as the service sector;
- c) inappropriate behaviors and attitudes;
- d) barriers between departments;
- e) only interested in lowering costs and increasing productivity usually at the expense of quality;
- f) insufficient resources.

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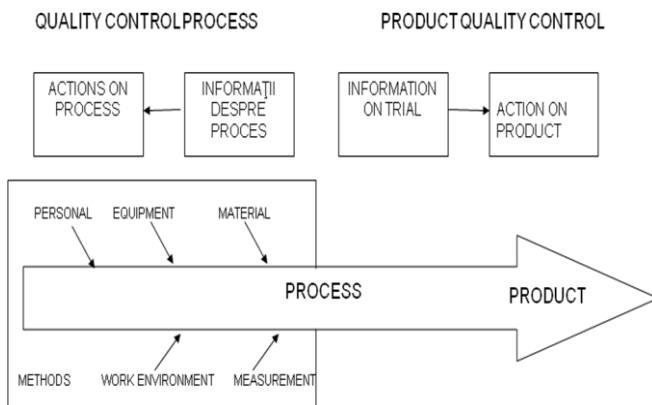


Fig. 3.1 Model of process control