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Connection of dynamic quality modeling and Total Service Management in railway transport operation

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Abstract

Improving the quality of transport services should be based on the procedure leading to the formation of future better services and define processes to ensure quality so that they comply with the requirements of the customers. The technology of transport and carriage process is one of the elements of the transport system, the quality of which can be influenced actively through the use of new advanced technology. This paper is focused on the new approach in designing the preparation of processes and services in accordance with customer’s needs. New software solution was created for the achievement of the complexity of the preparation, effective implementation and timely indication of any diversions from quality in railway transport. The principles of the dynamic quality modeling and total service management were used as an important support for new software in railway transport operation.

Keywords: Dynamic models; Total Service Management; process-oriented management; quality.

1. Introduction

In today’s competitive and cost-conscious environment, it is necessary to ensure the top-notch services in railway transport and maintain an advantageous position on transportation market. Total Service Management represents a specific sequence of steps to streamline a performance and improve service quality in transport [1]. In recent time, there has been a surge of interest in all aspects of service management, therefore growing attention paid to service

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quality and customer satisfaction had stirred managers of many service organizations into action [2]. This new approach helps managers to depth understand of the complexities of services and simultaneously assure the highest service level. The transportation process consists of individual sub-processes according which the carrier provides transport services for customers. Future focus of each transport company should be not only focused on growing its profits, but also providing better services for passengers with favorable traveling experiences.

Fig. 1. Service quality of the transportation process

The most productive organization is the right one, in which everyone knows what to do, how to do it, everyone does what has to do and makes it good and efficiently and when it is needed [1]. The functional service system with a continuous improvement and reinforcing service quality largely depends on optimizing the workplace. A service company can only be as good as its people. In order to satisfy its customer well, transport companies also have to understand the needs and expectations of their employees [3]. If the employees themselves are not sufficiently motivated to achieve the objectives of the organization, their successful fulfillment will never be achieved [4]. The success and effectiveness of service provision can be accomplish on the basis of a system which alone can guarantee a full cooperation of all concerned organizational units, involved in providing services [5]. The actual change in business performance, depends on how we can convey the information of the process characteristics and the required competencies to people. It is necessary to take into account a connectivity, thus linking the processes with the surroundings through the input and output and also to ensure information flows between these elements [6]. The quality of services depends on various criteria such as information, time, safety, availability, accessibility, delay, customer care, territorial planning, geographical conditions, and speed of transport. Additional and very important dimensions of services from the perspective of first contact employees (frontline employees) are courtesy, willingness which are also reflected by a cheerful greeting and pleasing of each passenger. However, it is individual and depends on different attitude to each passenger, the satisfaction with providing service performance is miscellaneous.

2. Software solution using innovative graphical representations

Improving the quality has significant potential in information technologies, through which we can exercise control, management and implementation of various measures in operation [7]. Department of railway transport in cooperation
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