

**Title of the whole course: QUALITY AND BENCHMARKING IN PUBLIC TRANSPORT**

## **Quality and Benchmarking in Public Transport**

**Name of the Educational Test Site:**

**SKL: Suomen Kuntaliitto - The Association of Finnish Local and Regional Authorities**

**Objective of the whole course:**

- The students should get the basic information of quality and benchmarking concepts and tools
- The students should get information of the newest researches in EU
- The students should notice the European framework
- The students should be motivated to find and use quality and benchmarking tools in their own work

**Content of the whole course:**

- General overview of PORTAL project
- General overview of the importance of Public Transport
- Quality management tools
- Quality loop
- Benchmarking process
- CEN standardisation
- Some examples

**Which parts of PORTAL (project results) were taken up?**

- Quality loop from AFNOR
- Benchmarking from EQUIP, BEST, CEMT
- CEN framework

**Which PORTAL material was used?**

- The written material of quality and benchmarking
- The transparencies

<b>Separate / existing course</b>	Separate
<b>Optional / compulsory course</b>	Optional
<b>Name of the corresponding curricula</b>	--
<b>Participants' level</b>	Professionals
<b>Type of input</b>	Interactive lesson
<b>Number of participants</b>	16
<b>Timing</b>	28/8/2002
<b>Exercises</b>	No
<b>Language</b>	Finnish/ English

<b>Name of the lecturer</b>	Silja Siltala
- e-mail	<a href="mailto:Silja.siltala@kuntaliitto.fi">Silja.siltala@kuntaliitto.fi</a>
- Phone number	+358 9 7712104
Website of institution and / or lecturer	<a href="http://www.kuntaliitto.fi">www.kuntaliitto.fi</a>
Language of lecturer	Finnish, English
<b>Fields of expertise</b>	Public Transport: Quality and Benchmarking Public Transport: regulatory Frameworks Public Transport: Integrated transport chains Transport and land use: