

Title of the whole course:

Transport Management (Dopravný manažment)

Quality and Benchmarking in Public Transport

Name of the Educational Test Site:

STU – SvF: Slovak University of Technology Bratislava, Faculty of Civil Engineering

Objective of the whole course:

- Course intervenes the students knowledge from the area of:
 - Transport management,
 - Transport systems and subsystems,
 - Integrated public transport systems.
- The focus is to the identification of transport requirements, goals and strategies of Transport management, including strategie of sustainability

Content of the whole course:

- Goals, aims and Strategies of Transport Management
- Transport system and subsystems – strategy of sustainability
- Transport and traffic surveys – preparation, elaboration and utilisation
- Transport network management – integration and intermodality
- Regulation and organization measures for reduction of negative transport impact
- Parking management
- Integrated public transport systems
- Quality and benchmarking in public transport

Which part of PORTAL (project results) was taken up?

Describing of a public transport services – written material Chapter 2
Criteria for Quality Assessment of Public Transport CEN, EQUIP
Benchmarking methodology from EQUIP,
Case studies – written material Chapter 4 (Guarantee of Service Quality)

Which PORTAL material was used?

All PORTAL KT1a transparencies and written material

Separate / existing course	Existing course
Optional / compulsory course	Compulsory
Name of the corresponding curricula	Architecture and Building Structure (Architektúra a konštrukcie pozemných stavieb)
Participants' level	Level 7
Type of input	Lecture
Number of participants	18
Timing	21 March 2002
Exercises	Group work
Language	Slovak

Name of the teacher	Miroslav HRNCIAR
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- Phone number	00 421 41 513 4122
Website of institution and / or lecturer	www.svf.stuba.sk
Languages of lecturer	Slovak, Germany, French, English
Fields of expertise	Transport Technology and Processes, Quality Management Systems, Quality Models and Tools

Title of the whole course:

Quality in a Service Sector (Kvalita v službách)

Quality and Benchmarking in Public Transport

Name of the Educational Test Site:

STU – Svf: Slovak University of Technology Bratislava, Faculty of Civil Engineering

Tested at: University of Zilina, FRI

Objective of the whole course:

- To intervene knowledge of a different approach to the Quality management,
- To present differences between the Service Sector and Industry and their impact on the Quality management in the Service Sector,
- Quality Planning and Measurement in the Service Sector,
- Use of basic tools for Quality improvement,
- Use of majority of examples from the area of transport services.

Content of the whole course:

- Quality philosophy and quality development from a historical point of view,
- ISO 9000 – a normative approach to the Quality Management System, audit and certification,
- Total Quality Management, selfassessment, Model of Excellence – EFQM,
- Service Sector – characteristics and typology, Quality in a Service Sector, basic models of the Quality management in a Service sector,
- Service Quality Measurement, Quality from an economical point of view,
- Benchmarking in a service area.

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

Describing of a public transport services – written material Chapter 2.2-2.4

Criteria for Quality Assessment of Public Transport CEN, EQUIP

Benchmarking methodology from EQUIP,

Case studies – written material Chapter 4 (Guarantee of Service Quality)

Which PORTAL material was used?

Selected PORTAL KT1a transparencies supplemented by the results from project EQUIP, PORTAL written materials

Separate / existing course	Existing course
Optional / compulsory course	Compulsory
Name of the corresponding curricula	Information and Control Systems - Management
Participants' level	Level 7
Type of input	Lecture
Number of participants	14
Timing	10 April 2002
Exercises	Group work
Language	Slovak

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Website of institution and / or lecturer	www.svf.stuba.sk , www.utc.sk
Languages of lecturer	Slovak, Germany, French, English
Fields of expertise	Transport Technology and Processes, Quality Management Systems, Quality Models and Tools