



Dopravní podnik hl. města Prahy, a. s.
Prague Public Transit Co. Inc.



Corporate Management

- Change Management
- Quality Management
- Performance Management

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Change management in PPT Inc.



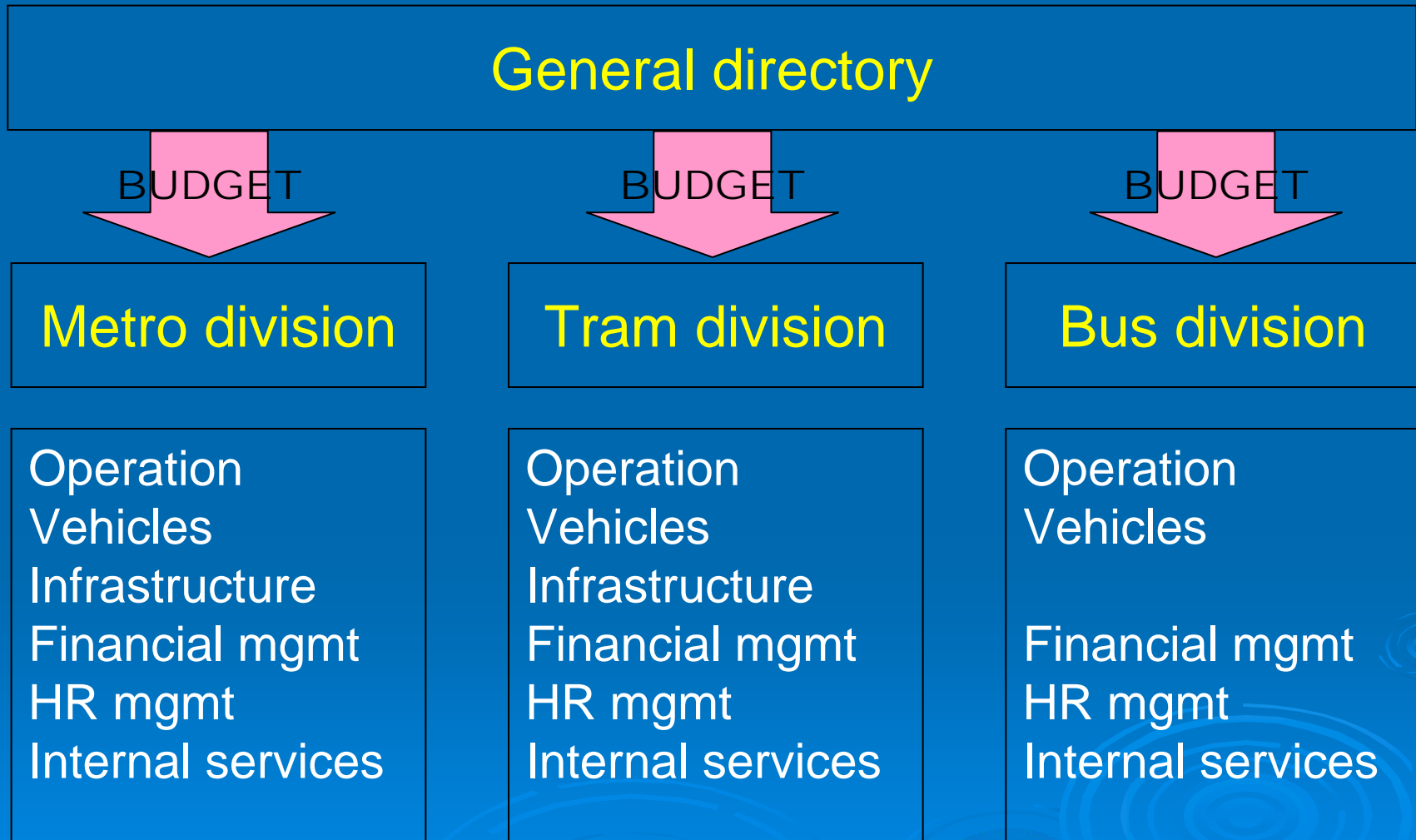
Transformation of PPT

- 2002 – 2004 Concept
- 2004 – 2006 Realization
- 2006 – ... Optimatisation

Main objectives:

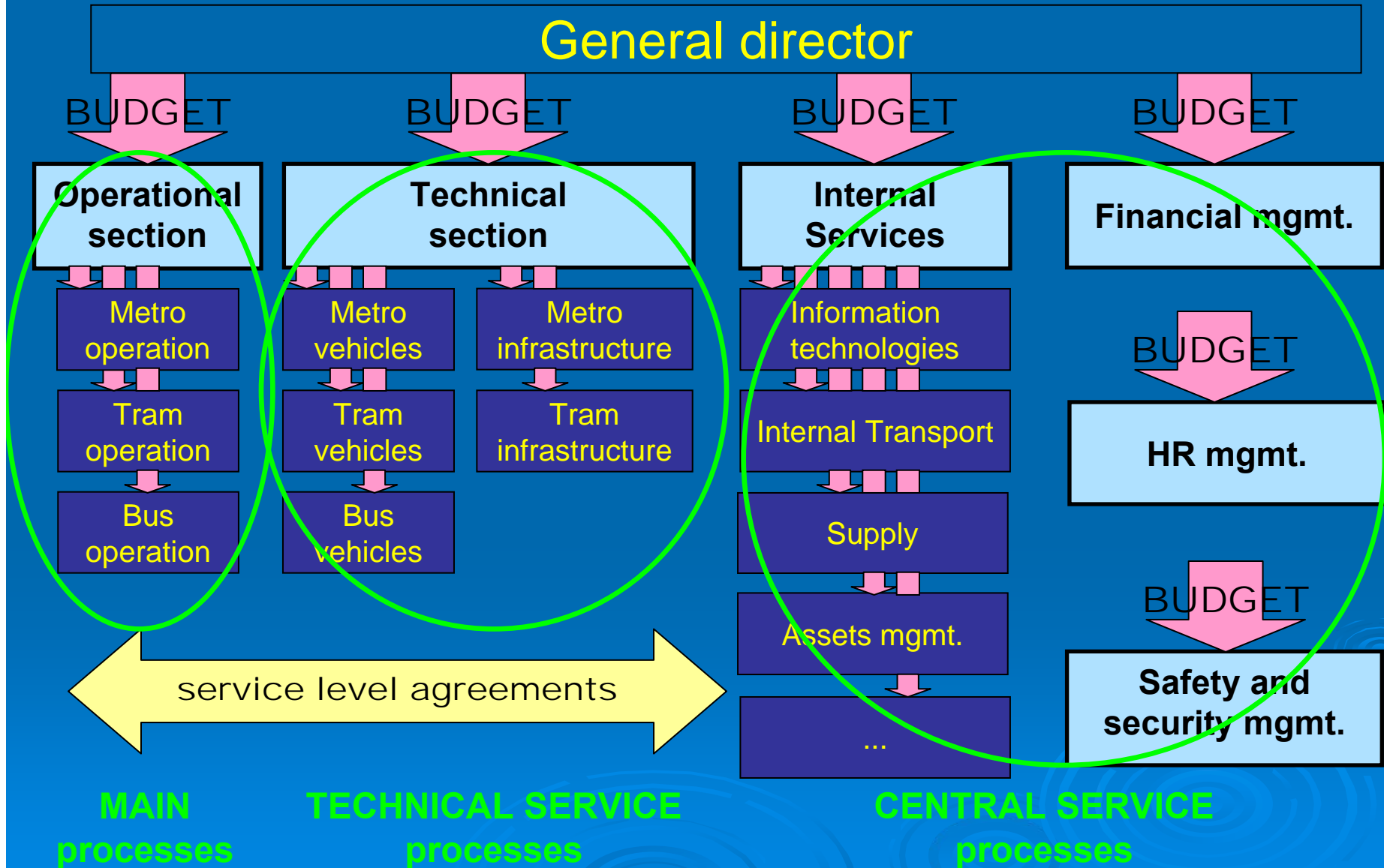
- Hold high quality level of public transport service
- Be competitive on free market of public transport in European Union
- Reach European standard of company economical efficiency (better utilization of company resources)
- Increase efficiency of company management

Before Transformation – hierarchical structure



Economic responsibility = DIVISION

After Transformation – process structure

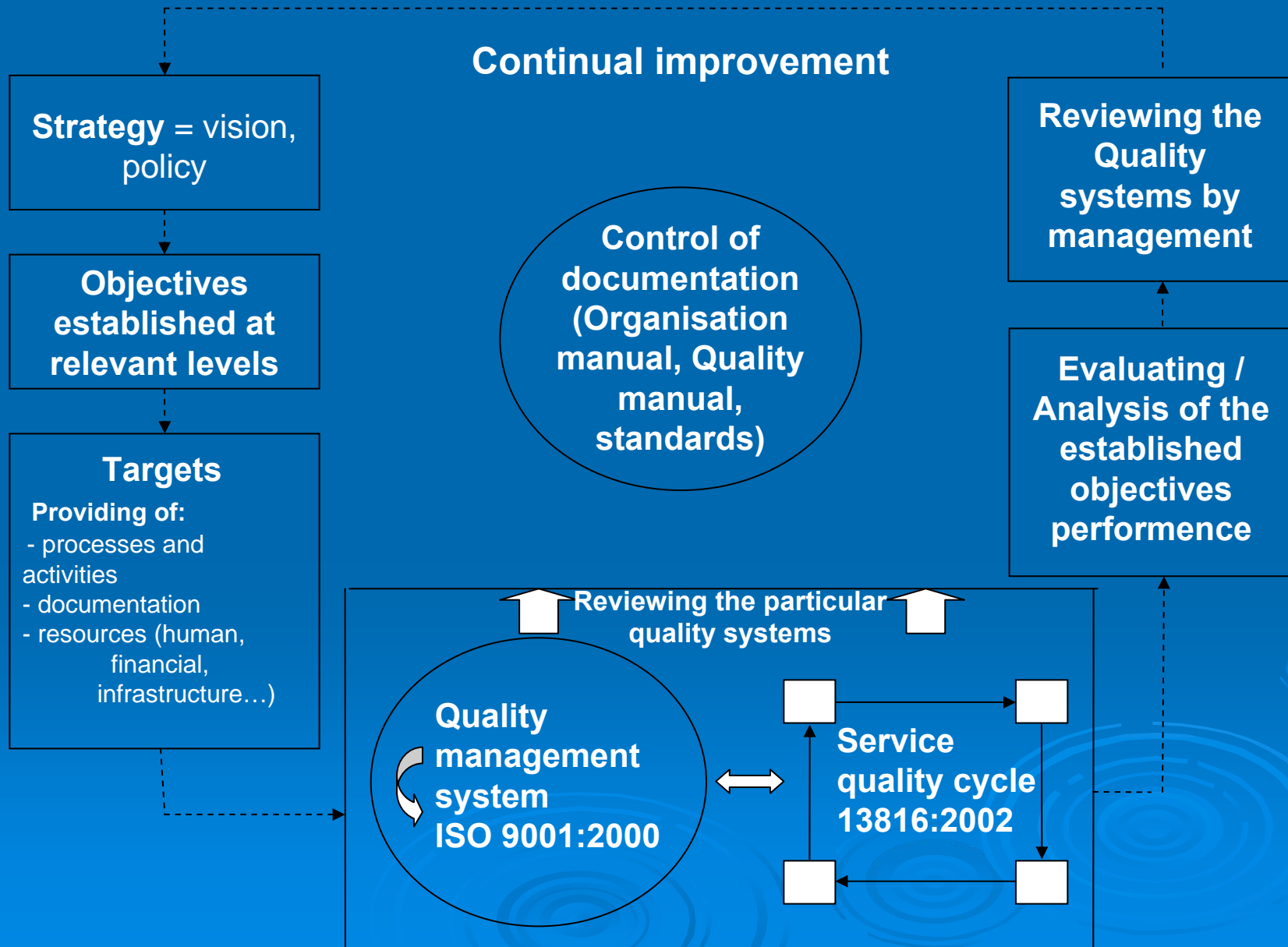


Economic responsibility = each UNIT

Quality management in PPT Inc.



Quality system scheme



Service Quality Standards

Service quality programme – since 1997

- Punctuality/regularity
- Passenger information
- Customer care
- Uniform discipline
- Operability of ticket vending machines (*since 2000*)
- Operability of metro stations equipments for people with reduced mobility (*since 2004*)



Standards defined through:

- Service reference sample
- Desired level of achievement
- Unacceptable situations

ISO 9001 certifications in PPT

Organizational unit	Certificated activities	Date of first certification	Certification organization
Metro Operation	Public transportation	January 8th, 2007 (line A a C) / June 19th, 2006 (line C)	Lloyd's Register Quality Assurance
Tram Repairs	Overhauls and upgrading of: - electrical machines and equipment for traction wheeled vehicles - tram bodies, gearboxes and parts for wheeled vehicles	November 5th, 1998	Det Norske Veritas
Bus Repairs	Overhauls and upgrading of diesel engines, overhauls of compressors, gearboxes, axles and break, air and electric components for motor vehicles	November 15th, 1999	Det Norske Veritas
Technical Inspection Station	Operating of Technical Inspection Station (busses and trucks)	January 24th, 2006	Det Norske Veritas
Supplies	Purchasing, storage, stock out of material, replacement parts, products and working clothes for overhauls and operating needs	January 15th, 2002	Det Norske Veritas

Relations between EN 13816 and ISO 9001

GLOBAL POLICY

Customers'
satisfaction

Service Quality



Complementarity

**EN guarantees that customer's
expectations are taken into
consideration**

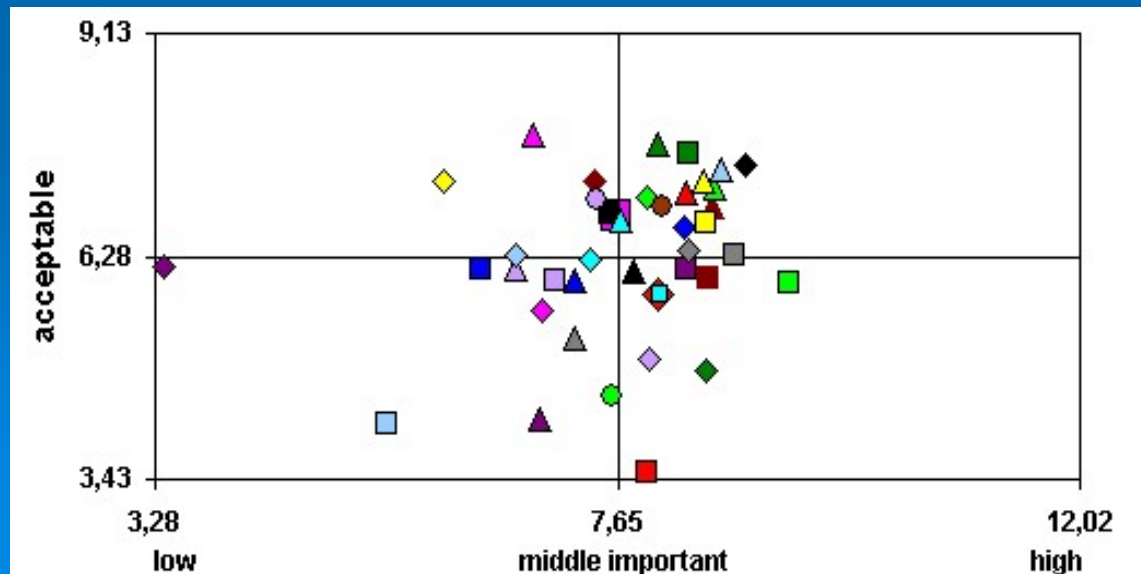
EN 13 816

ISO 9001

**ISO supports sustainability of
service quality**

Updating of the Quality Service Strategy

- Aspects analysis of the delivered quality service according to EN 13 816:
 - experiences from history of the Service Quality Programme
 - records and information from abroad (Benchmarking)
- Customer satisfaction survey (importance and acceptability):
 - using of questionnaires in public survey (Internet, Metro magazine, direct asking)



Updating of the Quality Service Strategy

- Analysis of customer demands:
 - suggestions of quality objectives (standards)
 - comparing of possibilities, benefits and costs
- Evaluating and choosing of the objectives
 - setting the priorities of our company
- Approval of the quality service strategy
 - declaration of quality standards

Performance management in PPT Inc.



Balanced Scorecard - project



Thank you for your attention.

