



Total quality management in railways

Conference report

Brussels, 19th November 1996

Introduction

'Quality is vital to any company's success, and should involve every employee. Everyone should aim to identify best practice for their own jobs and try to beat it. The secret is continuous improvement - making lots of small changes work, rather than trying to force through one major change.'

Mr Milz, President, Adtranz Europe, Vice-President of UNIFE, President of the UNIFE Working Commission on Technical and Industrial Matters.

Through quality and continuous improvement, companies can achieve the objective of becoming number one in customer satisfaction. As far as customers are concerned, a commitment to quality is a measure of the company's commitment to the customer.

Quality is integral to a company's long-term strategy and it allows companies to measure and compare their performance against the 'best in class'. Quality is about listening to customers and delivering more than they expect. It is about paying attention to the smallest details and 'getting it right first time, every time'. Most important, quality is a continuous process that involves every employee. By making small improvements every day, any company can make real progress and deliver increasingly higher levels of customer satisfaction.

To help companies in the railway supply industry find out more about the importance of total quality, UNIFE has organised a one-day conference, 'Total quality management in railways'. The conference will feature presentations from leading personalities from the European Commission, the supply industry, the railways and organisations renowned for their approach to quality.

Contents

Making total quality work

Successful implementation of TQM

TQM as a system driven from the top

From TQM to total customer satisfaction

TQM in customer-supplier relationships

How to achieve RAMS through TQM

Contribution of railway operation safety to TQM

Analysis of the safety case in the UK

Experiences from the aviation sector

EU involvement in quality and safety regulations