



Modernization (design, development and monitoring) of the Quality Cycle concerning Passenger Services of Hellenic Train SA

Scientific Responsible
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The scope of this research project is the modernization of the Quality Cycle concerning passenger services of Hellenic Train S.A., according to the EN 13816 Standard, by designing, developing and monitoring the system, in order to meet the new needs and expectations of passengers. To this aim the following activities will be performed: definition of passengers' requirements and expectations (Expected Quality), determination of the desired quality HELLENIC TRAIN wishes to provide (reference service). Moreover the Laboratory of Railways and Transport will provide to Hellenic Train the necessary research and scientific support, concerning the Quality Control System, including the confirmation of reliability and validity of measurements. Finally the Laboratory of Railways and Transport will support HELLENIC TRAIN to improve the EN 13816 System Documentation.