World Academy of Science, Engineering and Technology
International Journal of Transport and Vehicle Engineering
Vol:9, No:11, 2015

Logistics Model for Improving Quality in Railway Transport

Authors : Eva Nedeliakova, Juraj Camaj, Jaroslav Masek

Abstract : This contribution is focused on the methodology for identifying levels of quality and improving quality through new logistics model in railway transport. It is oriented on the application of dynamic quality models, which represent an innovative method of evaluation quality services. Through this conception, time factor, expected, and perceived quality in each moment of the transportation process within logistics chain can be taken into account. Various models describe the improvement of the quality which emphases the time factor throughout the whole transportation logistics chain. Quality of services in railway transport can be determined by the existing level of service quality, by detecting the causes of dissatisfaction employees but also customers, to uncover strengths and weaknesses. This new logistics model is able to recognize critical processes in logistic chain. It includes service quality rating that must respect its specific properties, which are unrepeatability, impalpability, their use right at the time they are provided and particularly changeability, which is significant factor in the conditions of rail transport as well. These peculiarities influence the quality of service regarding the constantly increasing requirements and that result in new ways of finding progressive attitudes towards the service quality rating.

Keywords : logistics model, quality, railway transport
Conference Title : ICTLE 2015 : International Conference on Transportation and Logistics Engineering
Conference Location : Venice, Italy
Conference Dates : November 09-10, 2015