ENHANCEMENT OF TRANSPORT BUSINESS EFFICIENCY IN PASSENGER TRANSPORTATION

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Problem: low payback of passenger transportation

Problem: decrease in volumes of passenger transportation

Problem: the aging of the vehicle fleet

The root causes
The process of overcoming as target

Barrier

Task

Barrier

The process of overcoming as target
EFFICIENT MANAGEMENT TECHNOLOGIES

accounting, local methods of management

WORK

methods of management based on LEAN KAIZEN TOC

RESULT
Passenger transport as a system

Customer → Operator → Carrier → Consumer

Services flows

Information's flows

Cash flows
agreed policy

the integrating information portal

barriers detection

segmentation

division of responsibilities of all sides

the most effective management technology

targeted services

improvement of traffic management systems

the systemic infrastructure improvement

METODOLOGY OF EFFECTIVE FUNCTIONING AND DEVELOPMENT OF PASSENGER TRANSPORT
Algorithm of problems solving

Segmentation of system subjects

Administrative links MIN

Economic links MAX

Business process research

Business process reengineering events

Classification scheme development

Optimal transport activity measuring instrument

The updated classification

Cost calculation methodology development
Targets of interest groups

- Customer
- Carrier
- Operator
- Consumer

PRICE – COSTS

QUALITY – ECOLOGY

STANDARDS, BALANCE, LOGISTICS

PROFIT MARKET SHARE

LACK OF COMPLAINTS

RELIABILITY – SAFETY

QUALITY – ECOLOGY

TRAVEL AND WAITING TIME

MARKET SHARE

LACK OF COMPLAINTS
# Consumer Preferences

<table>
<thead>
<tr>
<th>Republic of Belarus</th>
<th>CIS countries</th>
<th>EU countries</th>
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<tbody>
<tr>
<td><strong>COMFORT - CONVENIENCE</strong></td>
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<tr>
<td>TRAVELING SPEED</td>
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<td>WAITING TIME – FREQUENCY OF TRIPS</td>
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<td>INFRASTRUCTURE MODERNIZATION</td>
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<td>CULTURE</td>
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<td>MODERN FORMS OF PAYMENT</td>
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<td>QUALITY – ECOLOGY</td>
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<td>TRANSPORT RENOVATIONS</td>
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<td>CHEAP RATES - PRIVILEGES</td>
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<td>SERVICE QUALITY</td>
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<td>SERVICE QUALITY – ENVIRONMENT</td>
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Process view of the passenger transportation

Vehicle Launch

Vehicle traffic on the line

Return the vehicle from the lines

1 2 3 ... 9

1 2 3 4 5 6 7 8 9 ... 25 9

1 2 ... 5

External factors influencing the passengers transportation process:

- transport infrastructure, uniformity of movement, automatization level;
- Vehicle, their technical condition.
Return the vehicle from the lines
# Application of classification

<table>
<thead>
<tr>
<th>The classifying parameters</th>
<th>Estimation of the dominant features</th>
<th>Parameter estimation</th>
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<tbody>
<tr>
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<td>Feature 1</td>
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<td>Parameter 1</td>
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<th>Points</th>
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The effectiveness of the regional passenger transport system
Areas for further researches

- Development of perspective directions of related services in the field of passenger transport to increase population mobility and passenger satisfaction
- Development of passenger transport services consumers segmentation systems to enhance the attractiveness of public transport and to optimize the transport work measurement parameters
- Development of normative legal acts. Rules of subjects interaction development
- Research the causes of the loss in traffic and the development of proposals to reduce their impact on the effectiveness of passenger transport
- Development of personnel management system that provides a constant growth of efficiency of its operations
- Development of financial flows management techniques that enhance the efficiency of passenger transportation on the basis of a process-oriented cost accounting system and revenue.
Thank you for your kind attention!

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