

## **Central European Countries decide to develop railway marketing and increase the quality of services**

Representatives of 10 TER member countries and UNECE attended the 8<sup>th</sup> Session of TER Working Party on Economic, Financial and Management Matters (WP2) took place from 9 to 11 April in Graz, Austria.

The major issues debated were: measures taken by the member countries in line with the market oriented management and the results obtained, development of new services in international railway transport, promotion of freight village concept and development of combined transport services, operating Management Information System (MIS) in the railway companies, increase of quality in railway transport and implementation of ISO Certificate etc.

The participants provided detailed information on the developments in their countries. They agreed that the process of improving the quality of railway services is of high priority in all the countries, and even if some good results were already obtained efforts have to continue in order to bring the services to a level comparable with the one from Western European countries. They also expressed the commitment of their railways to introduce new measures for developing the marketing of services and apply the ISO Certificate.

The meeting stressed the great interest for a comprehensive approach of these issues on the occasion of the meeting of Directors General of the railways from the TER countries that will be organized in Lucerne – Switzerland, 28-29 October 2003, together with the Swiss and Austrian Railways and that debate on these important issues be organized periodically for sharing of experience obtained by other European railways.