The Audit & Assessment programme of the UITP Academy evaluates services and processes for all public transport and urban mobility stakeholders worldwide, and in doing so is able to provide concrete improvements.
WHAT WE CAN PROVIDE

From planning to operations, and from ITS to cybersecurity, UITP Academy can audit and assess full processes or focus on the finer details.

- Evaluation of your services, products or processes and advice on areas to improve by neutral experts
- Global recognition and confirmation by a neutral authority
- Lessons from international peers
- Advice by experts who have hands-on public transport experience.

WHAT ARE THE BENEFITS

COMPLY WITH INTERNATIONAL BENCHMARKS
Improve on processes that are lagging behind and learn from global frontrunner.

STRENGTHEN YOUR ORGANISATION
Improve business operations with the analysis of managerial, administrative and operational processes.

MEASUREMENT
The high quality reports define clear points to improve and give efficient and actionable advice.

VISIBILITY
Gain global recognition for the audited or assessed product or process.
**HOW WE WORK**

**TEAM SET-UP**
An expert team is set up to review the process. They will coordinate and moderate the audit and assessment. The operator will need to approve all members on the team.

**ASSESSMENT**
The assessment is observed and run by the UITP Academy Auditors and starts by evaluating the current situation.

**WORKSHOP**
The UITP Academy Auditors will plan workshops, interviews and meetings, either online or face to face.

**DRAFT THE REPORT**
The member will receive an assessment of the current situation and the advisory report.

**REVIEW REPORT**
The UITP Committee or a group of experts review the result of the assessment and the report.

**REPORT DELIVERY**
The result of the assessment, together with the report will be presented to the member.
TOPICS WE COVER

- Accessibility
- AI maturity
- Bus tender document
- Cost efficiency
- Cybersecurity
- Fare evasion and fraud
- MaaS readiness
- Pandemic readiness
- Safety and security
- Service efficiency
- Service quality
- Sigma level
- Signage and wayfinding
- SORT / E-SORT
- Training need assessment
- Innovation readiness
- and much more

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For the latest updates or any information:

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