

# AUDIT & ASSESSMENT SERVICES



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
- ▶ Lessons from international peers
- ▶ Global recognition and confirmation by a neutral authority
- ▶ 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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