

AUDIT & ASSESSMENT SERVICES

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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 frontrunners.



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 UITP Academy experts and starts by evaluating the current situation.



WORKSHOP

UITP Academy experts 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
- Innovation readiness
- MaaS readiness
- Pandemic readiness
- Safety and security
- Service efficiency
- Service quality
- Sigma level
- Signage and wayfinding
- SORT / E-SORT
- Training needs assessment
- ... and much more



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