



METADATA

Title: Quality assessment and quality control of transport systems and services

Other Titles: -

Language: Greek

ISBN: 978-960-603-170-0

Subject: ENGINEERING AND TECHNOLOGY

Keywords: Public Transport Quality Control Performance Assessment

Bibliographic Reference: Tyrinopoulos, G., & Kepaptsoglou, K. (2015). Quality assessment and quality control of transport systems and services [Undergraduate textbook]. Kallipos, Open Academic Editions. <http://dx.doi.org/10.57713/kallipos-650>

Abstract

The textbook includes a comprehensive methodological framework, including applications, for evaluating the performance of urban transport systems and monitoring the quality of transport services provided. It begins with a detailed presentation of the subject covered by the book, the necessity of the evaluation process, and its contribution to improving the services provided to passengers. International trends and indicative applications are briefly examined. The main part of the book covers the methodology and is divided into two main sections: the first concerns the quantitative evaluation of the performance and efficiency of urban mass transport systems, and the second concerns the quality control of transport services. Both sections include methods and techniques for data collection and analysis, as well as examples of the application of similar methodologies in Greece. The last chapter

includes additional topics related to the evaluation and quality control of transport systems and services, such as performance-based contracts, the use of new technologies in evaluation, and the benefits of its implementation. The textbook is structured in such a way as to follow the teaching process and topics of the courses to be implemented. In particular, the introduction of the book aims to familiarize students with the subject and its necessity through a simple presentation with examples. The two methodologies are then presented in a detailed and understandable way, using diagrams and tables, while examples from Greece contribute to practical applications and exercises that take place during the courses. Finally, the additional special topics in the last chapter complete the students' knowledge of the subject of assessment and contribute to the preparation of relevant theses.

