

IFF VP01/ EN

QUALITY UPGRADING OF THE STATION



TARGET AUDIENCE

Station managers, executives responsible for quality procedures in relation with customers.



GOALS

- Use the tools of quality management and understand their meaning and usefulness.
- Implement the steps of a quality approach on site.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

Case study, exchanges and sharing of practices, role plays, field audits (station visit), brainstorming.



DURATION: 3 Days



PROGRAM

- Define the principles of quality management and understand their meaning and usefulness for a station.
- Implement the steps of a quality approach on a site and establish the link between the quality approach and the offer of services to travelers.
- Manage the customer journey in the station.



• **Level 2 assessment:** Assessment of skills acquired at the end of training ➔ **No**