



## ISO 9001 certification of a quality management system for Berliner Verkehrsbetriebe (BVG)

### **BVG** Berliner Verkehrsbetriebe

#### The Company

Berliner Verkehrsbetriebe (BVG), founded in 1929, is a modern service provider which aims to meet future challenges by applying innovative strategies.

The core business of the company, which is wholly owned by the state of Berlin, lies in road and rail-based public transport, the operation of ferry crossings and the maintenance and expansion of the transport infrastructure.

The fine-meshed, intelligently interlinked local transport network guarantees the logistically coordinated interaction of buses, trams and underground trains.

The transport system is harmonised with the services of Berliner S-Bahn GmbH and it offers a very high international level of service; its all-night underground service is unrivalled. A total of 936.5 million passengers made use of BVG's services in 2011. BVG is the largest local transport company not only in Germany, but also throughout the German-speaking countries.

Each year, BVG buses and trains clock up more than 250 million kilometres. This is the equivalent of driving to the moon and back every day, or circling the globe 18 times.

#### Client

Berliner Verkehrsbetriebe (BVG), Infrastructure division

#### Project description

BVG is firmly in the public spotlight as a quality-oriented transport service provider in the greater Berlin district. In 2000 the company introduced a comprehensive quality management system in all divisions. Particular importance is attached to the reliable provision of a safe infrastructure and punctual completion of all construction work.

DEKRA Certification was commissioned in 2012 to certify the Infrastructure division of BVG. The most prominent project within the audit was the major U 5 construction site. In terms of punctual delivery of traffic projects within the Berlin area, the closing of the Kanzlerbahn gap between Unter den Linden and Alexanderplatz is exemplary.

#### Services of DEKRA Certification GmbH

Certification to ISO 9001 of the Infrastructure division.

#### Period of execution

Q2 2012 - ongoing project



BVG, photomontage Redlich

### Customer benefit

#### Punctuality

- Adherence to schedules and deadlines
- Avoidance of technical faults which impact on passengers
- Cleanliness
- Cleanliness in passenger facilities, at stations, on platforms, at bus/tram stops and in offices and workshops
- Safety
- Building and access security
- Work place safety

#### Customer orientation

- Point of contact for all aspects of infrastructure
- Complaint management
- Building and renovation work during ongoing operations
- Minimisation of interruption to traffic



BVG, Donath

### Objectives

The Infrastructure division of Berliner Verkehrsbetriebe is tasked with maintaining the BVG infrastructure in an appropriate condition. The goal is to satisfy customers' demands to the fullest extent while always taking passenger safety, the health of the company's own staff and the needs of the environment into consideration. A further goal of BVG Infrastructure is to meet the ever faster growing demands and to continue living up to its status as a reliable infrastructure operator in the future.

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On the safe side.