

QUALITY MANUAL

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Annex 4.1 SWOT Analysis

Date of Effectivity:

STRENGTHS, WEAKNESSES, OPPORTUNITIES & THREATS



- 1. Expertise and Experience in LRT Operations & Maintenance
- 2. Rewards and recognition are in place
- 3. Environment-friendly transportation system
- 4. Capacity of the LRT System of ferrying huge number of people at one time



- 1. Ageing systems/facilities
- 2. Inadequate or lack of spare parts, equipment and facilities for Programs, Projects and Activities (PPA)
- 3. Outdated safety systems and protocols
- 4. Competency gaps on required critical skills (Project Planning, Development and Management, Systems Salaty Audit)
- 5. Weak internal communication system



- Availability of existing and future assets for potential non-rail business/commercial income.
- Patronage of the Line 2 System with the positive customer response in train operation service provision and very satisfactory rating given to frontline personnel per latest survey



- Vulnerability of LRT Systems and facilities to criminal acts, acts of terror and terrorism including spread of contagious diseases
- Unfavourable market and other socio-economic conditions
- Current emerging government policies on rail transportation detrimental to LRTA's point concern

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