



QUALITY MANUAL

Annex 4.2 Needs and Expectations of Relevant Interested Parties Traffic Operations Management


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| Document Code: | 2017.QM.CDQ.001 |
| Page No.: | 1 of 4 |
| Issue No.: | 1 |
| Revision No.: | 0 |
| Date Prepared: | 01 August 2022 |
| Date of Effectivity: | 01 OCT 2022 |

| Item No. | Interested Party | Needs (N) | Expectations (E) | Is there a legal basis for N/E? [Yes/No] | Risks (R) | Opportunities (O) |
|----------|----------------------------|---|--|--|---|--|
| 1. | Train Operation Division | Instructions and rolling stock intervention (train faults, work instruction & Systems Operations Procedure in case of emergencies). | a.) Timely and consistent in providing accurate instructions and intervention in case of any train faults. b.) Timely reporting of precise information on any operations related emergencies. (OCCDR) | Yes, LRTA Mandate (EO603) | 1. Delay on revenue service 2. Dissatisfied Passengers 3. Revenue Loss 4. Damage to Rolling Stocks. | 1. Improve Performance 2. Minimize Service Interruption |
| 2. | Station Operation Division | Immediate forwarding of incidents for proper actions. Status and updates during train interruption. Information of first commercial train and last commercial train operations. | a.) Clear and specific information. b.) Timely and accurate information thru radio, public address, and phone. (OCCDR) | Yes, LRTA Mandate (EO603) | Delayed opening and closing of revenue service / inconvenience to riding public. Non-compliance to train schedule | Improve System Reliability |



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| 3. | Safety and Security Division | <p>Appropriate response and immediate information on safety related incidents involving train operations, station operations, maintenance operations and outside contractor related to LRTA system.</p> <p>Compliance with the Work Instruction & Systems Operations Procedure (SOP).</p> | <p>Timely response and cooperation in case of any investigation involving OCC personnel and strict compliance on the Work Instruction & Systems Operations Procedure (SOP).</p> | Yes, LRTA Mandate (EO603) | Loss of lives and damage to LRTA properties due to late response and lack of emergency drills. | <p>1. Prevent accident before it happens</p> <p>2. Provide safer solution to prevent the accident to happen again.</p> |
| 4. | Riding Public | Functional trains, comfort, on time train time table, minimize time and service interruption. On time public announcement of train | Safe, fast, reliable, convenient train services. | Yes, LRTA Mission | Failure to meet the 90% Customer Satisfaction Rating Target | <p>1. Better quality service</p> <p>2. Better performance</p> |

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| | | operations. | | | | |
| 5. | Engineering/Maintenance Team | Reporting of defective equipment's/systems fault | Timely and accurate information during train, signaling, AFCS, power and catenary, infrastructure and other interrelated system faults through Radio and phone (OCCDR). | Yes, LRTA Mandate (EO603) | 1. Delay on revenue service 2. Dissatisfied Passengers 3. Revenue Loss | 1. Reduce down time 2. Immediate resolution of system breakdown |
| 6. | Public Relations Division | Response to request for information | a.) Clear and specific information b.) Timely and accurate communication through the Public relations process (OCC Logbook). | Yes, LRTA Mandate (EO603) | 1.) Dissatisfied Passengers 2.) Passenger's complaint | Passenger awareness on service disruption. |
| 7. | Medical Services Unit | Reporting of OCC personnel with symptoms of Covid 19 | Seek certification of fit to work clearance for OCC personnel who undergone quarantine leave before returning to work | Yes, Bayanihan to Heal as One Act | 1.) Potential threat to health that might cause to death. 2.) Operations might stop | Prevention of spreading Covid 19 virus to OCC |







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| | | | | | if all OCC personnel will be expose to virus 3.) OCC room will be lockdown. | |

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