



QUALITY MANUAL

Annex 4.3 Process Map Station Operations Management


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Issue No.:	1
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SOURCE OF INPUTS <small>(PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)</small>	INPUTS <small>(MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)</small>	ACTIVITIES	OUTPUTS <small>(MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)</small>	RECEIVER OF OUTPUTS <small>(SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)</small>
All Passengers	Cash/Tickets/Cards	Encoding and selling / loading or add value	Fully coded tickets/ card with add value	Passengers
	Problematic tickets and cards	Analyzing and upgrading; Issuance of Ticket Incident Report (TIR)	Corrected tickets and cards	Passengers
Senior citizen and PWDs	Cash and IDs	Issuance of discounted tickets	Discounted tickets	Senior citizen and PWDs passengers
	Application for concessionary card	Receiving and transmittal of application form	Application form and Summary of concessionary application	FROG
Student	Cash and IDs	Issuance of discounted tickets	Discounted tickets	Students
FROG	Tickets/Cards/Change fund/ Processed concessionary cards	Allocations, selling and remittance; Issuance/releasing of concessionary card	Cash and Ticket Sales / Processed concessionary cards	FROG Senior citizen and PWDs applicants
TCD	Operational information /status (Code blue, Code yellow and Code red, Provisionary Operation)	Implementation of Policy, Procedures and Instructions based on the announcement received	Well managed and controlled passenger	Passengers; LRTA Management
Security Provider	Observation/feedback of	Implementation of crowd control	Well managed and controlled	Passengers;



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	overcrowding passengers		passenger	LRTA Management
AFCS Concessionaire	Functional AFCS equipment	Operations, Monitoring and Reporting of the status of AFCS equipment	Usable AFCS equipment	Passengers / Station tellers
Concessionaires / Contractors / Service Providers/ Oversight Agencies	Approved Work Clearance	Book-in / Book - out to OCC	Incident number/s	Concessionaires / Contractors / Service Providers/ Oversight Agencies
Station supervisors	Defective station facilities and equipment	Monitoring and reporting of defective station facilities and equipment; Reporting of unresolved facilities and equipment	Incident Report/s	OCC; Engineering Operations Department
Passengers	Medical assistance	Reporting of incidents requiring medical assistance; Assisting passenger	Incident Report/s	OCC and Medical
	Feedbacks	Reporting of passengers feedback	Feedback Reports	Public Relations Division
Passengers /Station Supervisors / Security Provider	Incident report of lost and found items	Incident report of lost and found items; Recording, safekeeping and turn-over of lost and found items	Incident Reports Records / Lost and Found Items	Owner/Passenger; Treasury


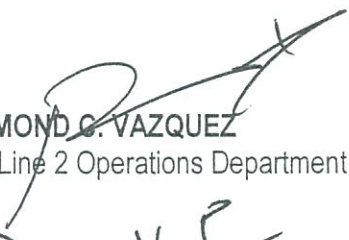




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Controls and Check Points:
 IPCR, OPCR, Spot Audits, Discount Monitoring, SC Sales Reports, Logbook for concessionary application, Incident Reports, OCCDR, Logbooks, Communication Reports, Lost and Found Registry and Passenger Feedback/Complaint received

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