

SZYBKĄ KOLEJ MIEJSKA SP. Z O.O.
RAPID URBAN RAIL
WARSAW, POLAND

**QUALITY MANAGEMENT SYSTEM –
MINIMUM STANDARDS OF SERVICE QUALITY**

According to the article 28 of the "Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations" we have instituted Quality Management System - Minimum Standards of Service Quality .

For each month we will publish indicators, which largely describe quality of performing services. It will be:

"P" Indicator – punctuality of SKM trains running; The indicator is a ratio of number of recognized as punctual departures from stops on the route to total number of departures from stops on the route. Departures are counted within one month. The punctual departure means a departure, which takes place not earlier than it is determined in the schedule and not later than 5 minutes after determined time in the schedule.

"N" Indicator – unreliability of SKM trains running; The indicator is a ratio of number of faulty one-way rides to total number of one-way rides. One-way rides are counted within one month. The faulty one-way ride means a one-way ride that is:

1. not executed, although scheduled in the schedule,
2. partly executed in proportion to schedule guidelines,
3. executed inconsistently with the schedule by one traction instead of double-heading,
4. late on the terminus more than 30 minutes.

| ROK | MIESIĄC | WSKAŹNIK „P” | WSKAŹNIK „N” |
|-------------|-------------|--------------|--------------|
| 2011 | STYCZEŃ | 97,627% | 20,1060 % |
| | LUTY | 97,654% | 10,8993 % |
| | MARZEC | 99,258% | 12,8960 % |
| | KWIECIEŃ | 99,068% | 11,8684 % |
| | MAJ | 98,839% | 13,4485 % |
| | CZERWIEC | 99,053% | 6,7271 % |
| | LIPIEC | 98,839% | 5,2373 % |
| | SIERPIEŃ | 98,483% | 3,5707 % |
| | WRZESIEŃ | 97,847% | 4,6801 % |
| | PAŹDZIERNIK | 97,768% | 5,3528 % |
| | LISTOPAD | 98,716% | 2,7084 % |
| | GRUDZIEŃ | 98,842% | 1,5604 % |