

SAD

The “SAD Trasporto Locale S.p.A.”, with headquarter in Bolzano, is a successful model of local transport. From Alps towards neighboring regions, SAD aims to develop a different vision of transport that combines service and efficiency, development and sustainability. Punctuality, cleanliness, courtesy, integration, accessibility are the company’s watchwords. Henceforth, thanks to the ISO9001 certification, everything will be measured, tested and improved. SAD has chosen Getsolution to achieve the UNI EN ISO 9001 certification and to acquire an organizational tool that will enable it to achieve its business goals.



LOCAL TRANSPORT

Facts and Figures

Customer
SAD LOCAL TRANSPORT

Obtained Certification
ISO 9001:2000
“Quality Management System”

Place
Bolzano
Merano
Malles
Brunico
Soprabolzano
San Genesio
Passo Mendola

Size
More than 380 employees

Time schedule
7 month after the Kick-off

The Customer’s Requirements

The SAD S.p.A / AG (Società Autobus Alto Adige, Germ. Südtiroler Autobus Dienst AG, already Automobilistica Dolomiti) with more than 380 employees is the largest public transport concessionaire that works for the extra-urban and urban transport in the South Tyrol region. Together with other concessionaires forming a part of the “Integrated Transport System in South Tyrol” that arranges the traffic integrated management, reaching the extra-provincial sites of Trento, Cortina d’Ampezzo and Innsbruck in Austria.

The SAD works with the Public Administration license to operate and provides people transport services by bus,

by tram and by cable railway, and manages every service concerning the local traffic. The SAD provides its services especially in these areas and with those means of transport:

- Extra-urban busses in Bolzano
- City-bus service in the cities of Appiano, Silandro, Malles.
- Val Venosta Railway (Merano-Malles)
- Renon tram and cable railway (Bolzano-Soprabolzano-Collabo)
- Mendola funicular (Caldaro- Passo Mendola)
- San Genesio cable railway.

(continue...)

“Again, the success of the project was helped by an excellent management customer relationship and by the level of competence of our staff.”

Ivan Antoniotti
Project Manager
GETSOLUTION

The SAD's primary objectives are: providing excellent and low price services to the inhabitants and to all the many tourists who visit the region during the year; meet continuously the transport planning for Public Administration. Internally, however, SAD has set for itself the goal of creating a system to standardize organizational and management procedures of the three main divisions (rail, road and cable) distributed in eight sites decentralized, as well as the central location in Bolzano.

The Phases of the Project

The aim of the project has always been clear: implementing a management system able to obtain the ISO9001:2000 certification and focusing every efforts to integrate the transport divisions, within the required deadline.

The macro phases of the project can be summarized as follows:

- Quality Policy and High level Objectives definition
- Macro processes identification
- Interviews to division managers and process owners
- Deeper understanding (other responsible and employees)
- Main processes writing and approval
- Support processes writing and approval
- Staff training and staff awareness
- Internal Audit for verification / evaluation of the system effectiveness and efficiency
- Preventive and corrective actions implementation
- Management review
- Certification body evaluation
- Certification obtaining



The ISO 9001 project of certification was conducted looking at the adequacy of management tools already prepared (forms, documents, regulations, specifications), and considering that SAD already had a security certificate (issued by infrastructure management company: RFI) and a corresponding management system and that is been considered for some requirements of the Rail division.

During the project the most important facets were: segregation of duties, roles and skills formalization and outsourcer and providers SLA definition.



Achieved Results

Following the double audit (preliminary and conclusive) conducted by the prestigious certification body TÜV Sud, SAD has received the ISO9001: 2000 certification, thanks to the Getsolution consultancy activities provided in several month of hard work. In addition, the Certification Authority has indicated in its final report some best practices such as: order and cleanliness at the workshops visited, cleaning on means of transport and the motivation and involvement of all personnel.

Overcoming the audit without non-conformities but with best practice awards, have prompted the company to a continuous improvement of all business processes, to spread the culture of quality, to support their services, and to try to get maximize the satisfaction of the employees, travelers and Public Administration.

A goal reached by the customer and its satisfaction are the best rewards for Getsolution.