



The Challenge

In the years 2001-2004 Bombardier Transportation (BT), Sweden, designed, built and commissioned a new tramway in the town of Eskişehir in Turkey. One part of the delivery was the documentation and training for the operation of the system, which should be done by a company set up by the municipality.

Our Solution

Transrail had taken part in the early design studies, primarily on design issues driven by the operational aspects. For the start up of operation Transrail was once more engaged by Bombardier Transportation in order to prepare the organisation and mobilisation plan, operational instructions, system maintenance and system training documentation. A central part of this job was to produce an operations manual, but it was in fact a matter of establishing everything from company policies down to details such as how to drive the trams in the depot.

Various sources of information was used for this job; our previous operation studies for the Eskişehir system, plans generated in the project, documents from other BT deliveries in Turkey, sub-contractor documents, Swedish tramway experience, Transrail's own experience in these matters etc.

One of the first steps was to list tasks to be performed by the company, both under normal and disrupted conditions, and to devise an organisational structure to meet these requirements. Another was to determine what positions should be filled first and how to subsequently hire staff.

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