

THE POSSIBILITIES OF USING THE HEURISTIC METHODS FOR SOLVING TRANSPORT QUALITY PROBLEMS

Summary

The transport services quality is influenced by many different determinants both internal and external (the surrounding of a transport company). There is however a possibility of using a scientific and methodological approach to solving transport quality problems. The basic method should be an analysis of quality factors.

The good opportunity for introducing modern method of quality management is the implementation of ISO 9001 : 2000 system.

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