

Quality in public transport

DIN EN 13816 product sheet

With a certification according to DIN EN 13816, you can prove the quality of your services as a public transport company in an optimum way.

Objective of DIN EN 13816 certification

Certification according to the European **DIN EN 13816** standard puts companies that provide public transport services in a position to prove the quality of their services and products to their customers and partners.

Our experienced experts use various defined quality criteria to check whether your services fulfill the requirements and needs of your customers.

DIN EN 13816 therefore serves as a benchmark for service quality.

What DEKRA offers

Certification by our experts enables you to fulfill the requirements of your customers regarding the quality of your services in an optimum manner. This increases both the confidence in and satisfaction with the services that you offer.

The documented quality also significantly strengthens your company image, therefore improving your competitiveness.

You can place your full trust in our experience and know-how – we are the right partners for you.

The quality criteria of DIN EN 13816

Our experts check the quality of your transport services on the basis of various predefined quality criteria. These criteria make it possible to measure and assess the quality according to the requirements and needs of your customers. As part of the certification according to DIN EN 13816, our experts check each individual criterion on the basis of various procedures, such as customer surveys and direct measurements or with the help of test customers.

The following criteria are examined:

- ▶ Availability
- ▶ Accessibility
- ▶ Information
- ▶ Time
- ▶ Customer care
- ▶ Comfort
- ▶ Safety
- ▶ Environmental influences

Would you like to learn more about certification according to DIN EN 13816? Get in touch with our experts!

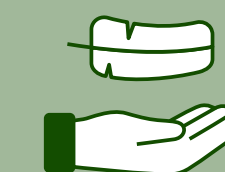
Contact us!

Find out more!

Quality criteria of our DIN EN 13816 certification



Accessibility



Comfort



Information



Customer service



Time



Environmental influences



Safety



Availability

Other services you can benefit from

You can also have additional certifications carried out by our experienced experts, for example, in accordance with **ISO 9001**, **IRIS Certification® Performance Assessment** and **ISO 14001** as well as combinations of the above. Our portfolio includes more than 40 accreditations! In addition, the DEKRA Group offers you services on the topic of safety:

- ▶ Assessments regarding compliance with specific rules
- ▶ Personal certifications
- ▶ Product tests and certification

Excellence – the DEKRA seal



Add an exclamation mark that stands for the highest quality and reliability – across all industries and internationally. The DEKRA seal is an excellent way to promote your company's image, a marketing tool and a way to stand out from the competition. In this way, you can show your customers and business partners that your service is worth their time and money. We will be happy to assist you.

Would you like more information?
Visit our website:

dekra-certification.de