

# UNE EN 13816 – Public passenger transport

Public passenger transport certification.



The effort made in recent years by the public passenger transport sector in favor of the continuous improvement of its service has led to the creation of a particular standard for the management systems of public passenger transport by road.

## What is the UNE-EN 13816 certification?

It is the specific standard for public passenger transport, recognized and commonly accepted by the members of the sector.

The UNE EN 13816 certification helps to ensure that organizations observe, collect, measure and identify the key parameters for service continuous improvement (time, accessibility, safety, confort, etc.).

These factors are highly valued by users and allow to significantly improve the perception of the service provided by the UNE-EN 13816 certified organization.

## Key benefits

- Enhance customer and user trust.
- Easier access to new markets (especially with the administration, who begins to consider it a requirement)
- Continuous improvement promotion
- Involve the organization's staff to meet service quality commitments



## Why with Applus+ Certification?

Applus+ Certification is an independent and prestigious entity that aims to help organizations to achieve their commitment to continuous improvement. We analyse client needs so that our industry-expert auditors can provide a high value service in their conformity assessment audits. Our teams develop specific certification plans according to our clients' structure, processes and activities. Our international presence, extensive product portfolio, and accreditations allow us to offer global and expert service, tailored to your organization's needs.