

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Rail Operations					
TSC	Rail Operations Enhancement Management					
TSC Description	Formulate rail operations strategies built on rail systems fundamentals, principles and knowledge to drive enhancement of service operations and performance excellence					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				PTP-ROP-4003-1.1	PTP-ROP-5003-1.1	PTP-ROP-6003-1.1
				Facilitate implementation of rail operations and service improvements based on analyses of daily operations, service reviews and audits	Optimise rail operations and service performance through enhancements of existing and new operating frameworks	Synergise organisational functions to drive the achievement of rail operations service objectives
Knowledge				<ul style="list-style-type: none"> Operating principles of rail operations Main functions and features of various systems related to the operation of rail network Operational functions supporting rail operations Service performance measures related to scope of work Types of resources required by the organisation for service operations Resource forecasting techniques Principles of numerical computation of rail service capacities Processes of resolving performance issues Sources of feedback on service operations Processes of monitoring feedback on service operations 	<ul style="list-style-type: none"> Roles of rail engineering and operational functions that support rail operations Types of organisational and service performance measures Change management communication Impact of change management Techniques to determine effect of planned changes Key Performance Indicators (KPIs) associated with rail operations Statutory regulations guidelines and organisational operating procedures 	<ul style="list-style-type: none"> Roles of rail engineering and operational functions that support rail operations Types of rail transit systems, operational approaches and its applicability Types of organisational and service performance measures International benchmarks and best practices Change management cycles Evaluative measures for change management communication Changes in business climate Key Performance Indicators (KPIs) associated with rail operations Statutory regulations, guidelines and organisational operating procedures National rail network plans
Abilities				<ul style="list-style-type: none"> Review the efficiency of existing rail operations and service standard 	<ul style="list-style-type: none"> Evaluate operations and service reliability of rail 	<ul style="list-style-type: none"> Influence the development of strategies to reduce

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				<p>operating procedures (SOPs)</p> <ul style="list-style-type: none"> • Develop service improvement initiatives by applying knowledge of various systems related to the operation of rail network • Facilitate implementation of rail service improvement plans • Review processes for implementation considering change cycles and stages • Review operational and manpower resource and requirements necessitated by changes and facilitate achievement of requirements • Adapt parameters for safe implementation of changes 	<p>network within the organisation's purview</p> <ul style="list-style-type: none"> • Formulate rail operations and service improvement plans • Drive rail operations and service optimisation through implementation of enhanced operations and service frameworks and operating procedures • Drive organisational performance excellence based new and predetermined performance indicators • Coordinate engagements with internal and external stakeholders in communicating change agendas • Guide continual review efforts to monitor the progress of change initiatives to ensure alignment with strategic direction of business and management • Facilitate after action review of issues arising from shortfalls in processes during implementation of changes • Initiate efforts to apply industry standards and international conventions for rail operations to drive organisational performance excellence 	<p>disruptions to business operations during transition period</p> <ul style="list-style-type: none"> • Inspire the usage of technologies to aid in transition efforts • Synergise engagement efforts with internal and external stakeholders to ensure understanding of responsibilities involved in changes • Influence the application of industry standards and international conventions towards the formulation of strategies and operational activities • Transform the organisational approach towards high performance standards based on integration of rail engineering support and rail operations performance requirement
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