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TRAINER

Best practices
- ZSSK CARGO Training Program

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- Introduction
- Reasons for realization and its objectives
- Development and realization of training program
- Feedback
- Results, next steps
- Experiences



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Introduction



- **ZSSK CARGO** - freight transport operator
- Its founder and 100% shareholder is the Slovak Republic
- Transported volume: 44,525 mil. tons
- Railway market share: cca 95%
- **The mission** - to provide reliable, safe, ecological and costs friendly rail freight transport services focused on needs and requests of our customers.
- **Our vision** - to be a dynamic, progressive and generally respected transportation company with a stable transportation market share



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Reasons for realization

- Possibility to manage a part of standard education by our own staff
- Possibility of optimize consumption, costs
- Participation in TRAINER

Objectives

- Design and preparation the Training Program (TP) (target groups, form, contents, realization plan)
- Preparation of the lecturers for TP implementation
- Implementation of the Training Program
- Evaluation of the Training Program and feedback
- Upgrading of the Training Program



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Development and realization of training program

Target groups:

- Train drivers of ZSSK CARGO
- Employees of Operations division

Form:

- Part of the standard education
- Training of drivers:
 1. Theoretical part (2 hours)
 2. Practical part – in a locomotive cabin
- Training of operational (management) employees - theoretical training (2 hours)

Training personal:

- Training of drivers – instructors of the drivers
- Training of dispatchers – members of TRAINER team and employees of energy dispatching centre



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Realization of training programme

Training program for train drivers

- Number of trained drivers: 1.800
- Realization: July – December 2008

Contents:

- Outputs of the TRAINER project
- Internal guidelines concerning energy-efficiency driving
- Comparison of different driving strategies and their impact on energy efficiency
- Discussion about possibility of implementation of energy efficient driving



Realization of training programme

Training of operation division employees

- Number of trained people: 80
- Realization: November 2008

Contests:

- Outputs of TRAINER project
- Outputs of measuring consumption on the electric locomotives
- Possible instruments to improve efficiency:
 - planning, time - tabling
 - train formation
 - cooperation with infrastructure manager
- Discussion about possibilities of implementation of measures into practice

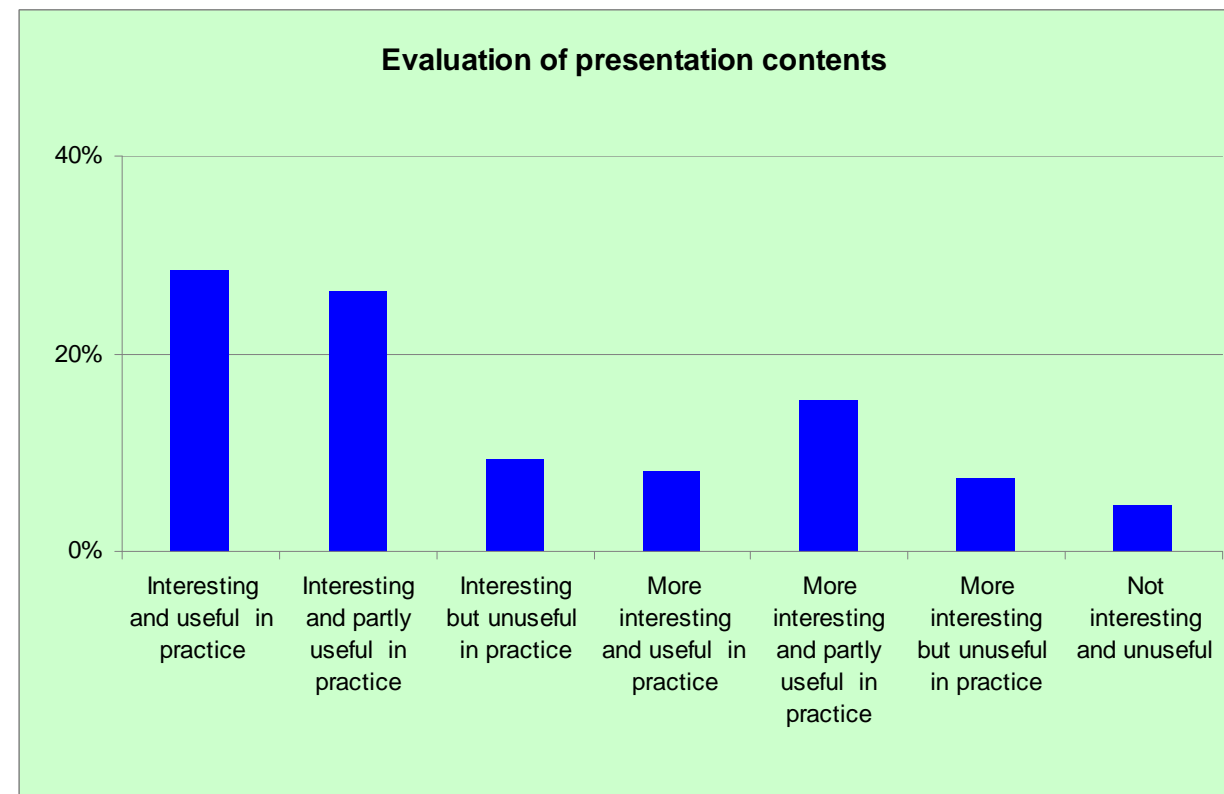


Feedback

- Questionnaires distributed to train drivers
- Number of questionnaires
 - distributed: 1 300
 - answered: 1 257
- Objectives – to get information about:
 - knowledge and using of eco-driving instruments
 - interest of the drivers to participate in project of energy consumption measuring
 - information about contents and quality of presentation
 - inputs for improvement of the training



Feedback





Results

- Most drivers showed satisfaction with received information
- Suggestion to input more data from the real operations
- Improvement of the equipment in some training rooms

Next steps

- Elaboration of new analyses, update of training program
- Finding new solutions to make training more attractive



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Gathered experiences

- Special team to prepare, realize and evaluate training program
- Knowing the audience (right attitude, and style of training)
- Interesting and attractive presentation
- Pay attention to real operations
- Introduce possibilities of energy efficiency improvement
- Discussion about presented analyses
- Use of instructing video
- Evaluation and upgrade of the training program
- Long-term process
- Development of evaluation system of training implementation into practice



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Thank you for your attention

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