

## BLS AG INFRASTRUCTURE

# COST AND QUALITY BENCHMARKING



Client	BLS AG Infrastructure
Processing period	2010 - 2011
Project costs	-

On a line-by-line basis, the infrastructure costs of the BLS railway network were compared to a benchmark with the aim of determining the „best practices“ regarding maintenance and investment costs, and in respect of operating quality. With the help of visualised results, comprehensive interpretations were drawn up with the staff responsible for the infrastructure, scope for action was presented and strategic directions for future improvements were discussed. Findings regarding best practices or poor practices were examined in depth on a case-by-case basis with the help of specific

analyses, and potentials for savings and/or upgrading were identified for the individual lines.

Line-by-line analyses were undertaken regarding the track, safety equipment and parts of the operation. Cost and quality differences between individual sections were derived with the help of various statistical and econometric methods, and these were examined from various perspectives. The influence of curve radii, line lengths, the quality of track positioning and of the numbers and weights of trains, etc., on investment and maintenance costs was analysed in detail, and relationships between costs, quality, infrastructural factors and traffic load were evaluated. On one hand, the results allow the identification of cost saving potentials; and on the other, the results also provide an important basis in order to develop objectives for future services. However, with the help of data on work undertaken, it was possible to make comparisons not only between costs, but also between the services on which the costs were based. This approach made it possible to quantify efficiency improvements based not only on cost reductions, but also on improved service provision.