



IRSE
INSTITUTION OF
RAILWAY SIGNAL
ENGINEERS
AUSTRALASIA

Local Meeting

When

Thursday 26th October 2017

Starting Time – 4:30pm

FREE – All Welcome

What

MOTZKY

1. Optimise asset usage – selected aspects of Rail Customer Service
by Jacek Mocki | MOTZKY

2. "Context is the Key" – Coding for Customer Service Excellence

by Graeme Polley | Amtac

meeting sponsored by **MOTZKY**

5:45pm After Meeting Network Refreshments

Where

Sydney Mechanics' School of Arts
Level 1 Mitchell Theatre
280 Pitt St Sydney 2000



Institution of Railway
Signal Engineers
Australasian Section

Incorporated Association
No. A0019465H
ABN 80 874 542

See www.irse.org.au for
full details of activities and
register to be added to our
mailing list.

Or email enquiries to:
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IRSE Sydney Local Meeting

Where Sydney Mechanics' School of Arts
Mitchell Theatre, Level 1 - 280 Pitt Street Sydney
Sydney Mechanics' School of Arts

When Thursday 26 October 2017
Starting at 4:30 pm

Presentation 1 Optimise asset usage – selected aspects of Rail Customer Service

We all regularly experience customer service. That regular experience ranging from the “fantastic” to what might be generously described as “average”. These “average” experiences often require us, the customer, to do more “work” ourselves. Similar experiences are found in rail systems. To minimise these “average” experiences we have come to rely on a variety of systems, processes and solutions. Asset management, 24h customer service, engineering support, maintenance support, documentation handover, equipment warranty and supply chain, when well used, may provide remedies for the “average” customer service experience. Our presentation will discuss some selected examples of rail project delivery and operations emphasizing important aspects of customer service, customer support and the interaction with customer, whomever they may be.

Jacek Mocki | MOTZKY

Presentation 2 “Context is the Key” – Coding for Customer Service Excellence

Over many decades a number of different passive coding technologies have been developed to facilitate the exchange of information. This presentation will provide an overview of the principal passive coding types, including current systems such as GS1 & QR codes. The presentation will demonstrate the potential for contextually sensitive information to be provided to a variety of parties via passive signage and commonly available mobile technology. Thus improving the quality and timeliness of information exchange with commensurate improvements in customer service delivery.

Graeme Polley | Amtac

The logo for MOTZKY features the letter 'M' in a bold, black, sans-serif font, followed by the letters 'OTZKY' in a lighter, black, sans-serif font.