



CHINA HONG KONG RAILWAY INSTITUTION

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26th Feb 2014

Mar Function: MTR Customer Centric Incident Management

Date: Tuesday 11th Mar 2014

Time: 6:30 pm to 7:30 pm

Venue: Theatre, 2/F, Fo Tan Railway House

The MTR Corporation was established in 1975 to build and operate an underground railway system on prudent commercial principles having regard to the reasonable requirements of the public transport system of Hong Kong. On 2 December 2007, it marked a major milestone in the public transport in Hong Kong when the operation of a Government-owned rail operator, the Kowloon-Canton Railway Corporation, was merged into the MTR, introducing a new era in Hong Kong railway development.

MTR Corporation is "aimed to be a leading multi-international company that connects and grows communities with caring service." It is providing world class railway services in its 218 kilometres railway networks carrying over 5 million passengers daily.

To ensure the railway system are operated safe and reliable, robust railway equipment and system maintenance are in place and being implemented. Effective operation is a key to it. However, railway incident is still something unavoidable.

In the presentation, the speaker, Mr. Ronnie Tong, will share with us "How railway incident is managed in Hong Kong MTR safely and efficiently whilst customer care is provided."

Guest Speaker

Ronnie Tong, Operations Manager, MTR Corporation

Mr. Ronnie Tong has 31 years of experience in railway station and traffic control, delivering excellent customer services and solutions on railway incidents. He has actively involved in numerous major railway projects both locally and overseas including the migration of all operations control centers to Tsing Yi, the operations of new railway extensions which would put to business in 2014 and 2015, and consultancy works in China, Singapore and UK. He also successfully led teams which relocated the Central Control Room at Kowloon Bay Depot to Tsing Yi Operations Control Centre in 2001. He is the chartered member of the Chartered Institute of Logistics & Transport, and member of the Institution of Railway Signal Engineers (Hong Kong Section).

For registration, each participant has to confirm to CHKRI his/her name, employer and contact telephone number. Please provide your membership number and grade at the same time when returning your application by e-mail to secretary@chkri.hk on or before **07th Mar 2014**.

Anthony Tong
Secretary, CHKRI

