

In a Sydney Metro station, several major business processes are interconnected to ensure efficient operations and a positive passenger experience. Here's a list of key processes and their relationships:

### 1. Passenger Information Management:

- ticketing & Fare Collection: Interfaces with ticket sales and validation systems.
- Real-Time Updates: Provides schedule, delay, and platform information through digital displays and announcements.

### 2. Train Operations:

- Scheduling Coordinated with passenger information to ensure accurate timing and updates.
- Train Control: Manages train movements and track assignments based on schedules and operational needs.

### 3. Station Management:

- Facility Maintenance: Ensures cleanliness and operational readiness of station facilities.
- Safety & Security: Monitors surveillance systems and coordinates with emergency response teams.

#### 4. Customer Service:

- Help Desks & Assistance: Provides support and information to passengers, interacting with ticketing and scheduling systems.
- Complaints & Feedback Management: Gathers and addresses passenger feedback, which can lead to improvements in other processes.

#### 5. Operational Support:

- Staff Scheduling: Ensures that adequate personnel are available for all operational areas, including customer service and security.
- Inventory Management: Manages supplies and equipment necessary for daily operations.

These processes are closely linked; for instance, accurate ticketing relies on up-to-date passenger information and train scheduling, while effective station management depends on seamless coordination between maintenance and safety operations.

