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Project History

Implementation of an internal training program for BOSCH Vietnam

Duration:	11/2024 – 02/2025
Role:	Trainer
People involved:	approx. 12
Client:	BOSCH Vietnam

- Agreement on training content and scope.
- Creation of training documents and exercises for learning control.
- Implementation of the training and the moderated exercises.

Development of practice-based question catalogs for SPIICE assessments

Duration:	09/2024 – today
Role:	Architect, Implementer
People involved:	4 internal colleagues
Client:	Melster Consulting

- **Derivation of recurring assessment questions** based on real projects, focusing on common misunderstandings, friction points, and areas of interpretation.
- **Structure aligned with processes and base practices** to enable targeted preparation for SPIICE assessments.
- **Integration into training, coaching, and review formats** within the Melster Academy.
- **Creation of digital versions with folder structure** for assessor teams and clients.
- **Use of the catalogs in live coaching and assessment preparation sessions.**

Implementation of an internal training program for BOSCH Vietnam

Duration:	08/2024 – today
Role:	Trainer/Producer
People involved:	approx. 4 internal, approx. 50 customers until today
Client:	Melster Consulting

- **Definition of requirements and target group analysis** - Determination of learning objectives, target group requirements and technical framework conditions.
- **Conception of course structure and learning paths** - Development of modular content, definition of didactic formats and sequencing.
- **production and post-production of video content** - planning, shooting, editing and quality control of educational videos.
- **Technical implementation of the learning platform** - Selection and setup of a learning management system including user administration and tracking.
- **launch and ongoing support** - publication, user onboarding, support processes as well as maintenance and further development of content.

Establishment of a digital sales system

Duration:	05/2024 – today
Role:	Architect, Implementer
People involved:	approx. 4 internal, approx. 100 customers until today
Client:	Melster Consulting

- **target group analysis and customer journey mapping** to identify sales-relevant contact points.
- **Implementation of a CRM system with HubSpot** for structured lead management and automation of sales processes.
- **Set up automated email campaigns with Lemlist** for personalized targeting and systematic lead nurturing.
- **Integration of booking and payment solutions with Stripe and Zapier** for end-to-end digitization of sales transactions.
- **Continuous optimization through performance tracking and A/B tests** along the entire digital sales chain.

Supplier Assessment and Potential Analysis in Cybersecurity

Duration:	11/2023 – 05/2024
Role:	Lead Auditor
People involved:	approx. 3 in the assessment team, 60 in the assessed organization
Client:	CARIAD SE

- Assessed cybersecurity processes and risk management, including traceability of requirements.
- Conducted a potential analysis in software development and cybersecurity, evaluating process maturity based on Automotive SPICE®.
- Identified weaknesses and improvement potential in cybersecurity operations, creating detailed reports and presentations.

Potential Analysis and Evaluation of a Software Development Project with a Focus on Cybersecurity

Duration:	10/2023 – 04/2024
Role:	Lead Auditor
People involved:	approx. 3 in the assessment team, 60 in the assessed organization
Client:	CARIAD SE

- Assessed cybersecurity-related processes at a supplier as part of a potential analysis.
- Reviewed the implementation of cybersecurity risk management and the traceability of security requirements.
- Analyzed configuration management, quality assurance, and testing processes related to cybersecurity.
- Created a detailed documentation of findings, including recommendations for process improvements.
- Supported the derivation of measures to optimize cybersecurity controls in development projects.

Management of a process improvement program for a DC-DC converter for BMW

Duration:	03/2023 – 09/2024
Role:	Project/Assessor
People involved:	approx. 40 in the coached organization
Client:	ZOLLNER AG

- Carrying out a coaching assessment to determine the current process quality.
- Derivation and planning of actions for process improvement with the goal of ASPICE Level 2.
- Planning of coaching and content for all processes of the VDA scope.
- Training of the persons involved in the process requirements and customer requirements according to BMW Group standards.
- Carrying out training courses in preparation for external assessments.

Perception of the role of Functional Safety Engineer (FSE)

Duration:	12/2022 – 04/2023
Role:	Functional Safety Engineer
People involved:	approx. 20
Client:	BMW AG

- Update of the safety requirements.
- Update of the system architecture.
- Creation of the FTA (FaultTree Analysis).
- Identification of suitable safety mechanisms.
- Creation of the safety concept: Proof of compliance with safety requirements.

Management of a Process Improvement Programme

Duration: 10/2022 – 12/2024
Role: Team Lead
People involved: approx. 60
Client: PSW Engineering

- Development of a roadmap and procedure for the gradual achievement of the planned Level 2.
- Planning of coaching and content for all processes of the VDA scope.
- Carrying out training courses in preparation for external assessments.
- Support in planning the rollout in several projects.

Performing the role of Functional Safety Manager

Duration: 09/2022 – 10/2023
Role: FSM
People involved: approx. 20
Client: CARIAD

- Creation of safety cases for a software function.
- Coordination of security plans.
- Supporting the team in the creation of test reports and strategies.

Performing the role of Software Quality Improvement Leader (SQIL)

Duration: 09/2021 – 06/2022
Role: SQIL
People involved: approx. 40
Client: Nippon Seiki Europe

- Plausibility check of the process improvement programme for feasibility.
- Checking the progress of the project on the basis of random samples.
- Regular reporting to the customer's quality assurance department (AUDI).
- Participation in escalation meetings.

Perception of the role of Functional Safety Engineer (FSE)

Duration:	06/2021 – 12/2021
Role:	Functional Safety Engineer
People involved:	approx. 80
Client:	BMW AG

- Creation of impact analyses (new derivatives).
- Creation and maintenance of the Safety Plan.
- Review and update of the HARA.
- Review and update of the functional and technical safety concept.
- Creation and adaptation of FuSi requirements.
- Creation and review of FuSi test cases.
- Creation of the FuSi test reports.
- Creation and maintenance of the safety case.

Implementation of a process improvement programme Automotive SPICE®

Duration:	06/2020 – 01/2023
Role:	Lead Coach, Principal Assessor
People involved:	approx. 90
Client:	Carmeq GmbH/Car Software Org

- Planning and implementation of the process improvement programme to achieve the required capability level.
- Execution of GAP analyses and report to the management, derivation of measures.
- Moderation of audits by the client.
- Coaching of project managers, developers, architects.
- Planning of quality assurance measures.
- Reporting on the achievement of the quality level to the quality management of the Volkswagen Group and to the project management.
- Carrying out assessments to confirm progress.
- Preparation of the project team for external assessments by Group Quality Assurance.

Implementation of a process improvement programme Automotive SPICE®

Duration:	09/2020 – 09/2021
Role:	Lead Coach, Competent Assessor
People involved:	approx. 40
Client:	Nippon Seiki Europe

- Planning and implementation of the process improvement programme to achieve the required capability level.
- Execution of GAP analyses and report to the management, derivation of measures.
- Coaching of project managers, requirements managers, system architects, software developers.
- Reporting on the achievement of the quality level to the quality management of the Volkswagen Group and to the management.
- Carrying out assessments to confirm progress.
- Preparation of the project team for external assessments by AUDI Quality Assurance.

Consulting on functional safety and cybersecurity for a map provider for use in an autonomous vehicle

Duration:	01/2020 – 01/2021
Role:	Consultant Functional Safety and Cybersecurity
People involved:	approx. 15
Client:	–

- Analysis of standards (e.g. Automotive SPICE®, ISO 27001, ISO 21448, ISO 15408, ISO 9001, IATF) and their impact on the software development of a provider of map services.
- Consultancy on topics such as safety culture, item definition/system description, DIA, SOTIF, information security systems according to ISO 27001.
- Conducting interviews with project team members on the status of the implementation of safety and security requirements.
- Development of a functional safety guideline for the implementation of the safety culture.
- Collaboration in the development of the safety case.

Software quality assurance and implementation of a process improvement programme Automotive SPICE®

Duration:	01/2020 – 06/2020
Role:	Coach, Quality Manager
People involved:	approx. 20
Client:	Brusa AG

- Planning and implementation of the process improvement programme to achieve the required capability level.
- Execution of GAP analyses and report to the management, derivation of measures.
- Moderation of audits by the client.
- Coaching of project managers, lead engineers and software developers.
- Planning of quality assurance measures.
- Moderation of reviews.
- Reporting on the achievement of the quality level to quality management and project management.

Establishment of an Information Security Management System (ISMS) for Melster Consulting GmbH

Duration:	2019 – 2022
Role:	Projektleiter, Geschäftsführer
People involved:	approx. 6
Client:	Melster Consulting GmbH

- Initiation, planning and implementation of an ISMS based on ISO/IEC 27001.
- Execution of protection needs and risk analysis for critical business processes.
- Development of guidelines, policies and procedures for information security.
- Establishment of documentation structure and preparation for internal audits.
- Training and awareness-raising for employees.

Coaching of project managers on functional safety according to ISO 26262

Duration:	11/2018 – 12/2019
Role:	Coach
People involved:	approx. 20
Client:	Carmeq GmbH

- Consulting for project managers with responsibility for safety-relevant software in the implementation of the requirements of the ISO 26262 standard.

IT project management for a web portal

Duration:	11/2018 – 2024
Role:	Projektleiter, Anforderungsmanager
People involved:	approx. 20
Client:	Daimler AG

- Creation of a functional specification for documentation and harmonization of requirements.
- Planning the implementation according to Scrum methodology.
- Carrying out user tests.
- Moderation of coordination meetings with the customer.
- Creation of the data protection concept and review of contracts for commissioned data processing.

Safety management for a driver assistance function

Duration: 10/2018 – 01/2020
Role: Safety Manager, Coach
People involved: approx. 40
Client: Carmeq GmbH

- Creation of safety cases for a safety-critical software function, including evidence documentation to meet safety requirements according to ISO 26262.
- Detailed review of test reports to ensure completeness and traceability of safety-relevant test scenarios.
- Analysis and evaluation of security requirements for consistency, clarity, and technical feasibility within the development team.

Consulting a Startup on Data Protection and Information Security (Health App)

Duration: 2017
Role: Berater für Datenschutz und Informationssicherheit
People involved: Not specified
Client: Startup im Gesundheitsbereich

- Consulting a startup on implementing GDPR-compliant app functionalities.
- Definition of technical and organisational measures to protect sensitive health data.
- Support in developing an information security concept for mobile applications.
- Advising on privacy-friendly design of features such as suggestions for symptom relief (e.g. nutrition, exercise, yoga).

Data Protection Consulting for Medical Practices

Duration:	2016 – 2017
Role:	Datenschutzbeauftragter
People involved:	Not specified
Client:	Arztpraxen

- On-site inspections to identify data protection-related risks.
- Development of data protection and IT security concepts including risk-based measure assessment.
- Conducting awareness training sessions for practice staff.
- Definition and control of technical and organisational measures (TOMs).

Data Protection Consulting for Hospitals

Duration:	2016 – 2017
Role:	Datenschutzbeauftragter
People involved:	Not specified
Client:	Krankenhäuser

- Development of data protection concepts and policies considering privacy-related risks.
- Definition and documentation of technical and organisational measures (TOMs).
- Drafting and reviewing of data processing agreements (DPAs).
- Risk-based evaluation of data protection measures in the context of healthcare provision.

Guest lecturer 'Introduction to functional safety according to ISO 26262' HTW

Duration:	10/2015 – 03/2018
Role:	Lecturer
People involved:	45
Client:	HTW Berlin – Hochschule für Technik und Wirtschaft Berlin

- Conceptualisation of the course, including definition of learning objectives, structuring of content, and development of a didactic approach for teaching functional safety according to ISO 26262.
- Creation of the course content focusing on theoretical foundations, practical application examples, and current challenges in functional safety in the automotive sector.
- Realisation of the course through lectures, interactive discussions, and case studies to ensure practical knowledge transfer.
- Supervision of the practical exercises, including guidance on implementing safety requirements, support for group projects, and answering technical questions from students.

BOSCH system development process improvement programme

Duration:	03/2015 – 12/2019
Role:	Consultant, Coach
People involved:	approx. 150
Client:	KUGLER MAAG CIE GmbH

- Creation of rollout concepts to achieve the set process goals.
- Carrying out GAP analyses in accordance with ASPICE.
- Derivation and continuous tracking of measures to close the identified process gaps.
- Collaboration on process documents (process descriptions, methods).
- Coaching the executing departments in the application of process specifications and tools.
- Carrying out dry runs in preparation for a VW assessment in the role of lead assessor.
- Regular reporting to project management and management to monitor progress.

Organisation of 'Functional Safety according to ISO 26262' Training Courses

Duration:	01/2014 – 12/2014
Role:	Trainer
People involved:	28
Client:	CRONIQ Ingenieurgesellschaft mbH

- Conceptualisation of the training, including definition of scope, content, and target group.
- Creation of the training content and accompanying documents for marketing purposes.
- Realisation of the training courses with practical examples and interactive elements.

Support Functional Safety Volkswagen

Duration: 01/2014 – 12/2014
Role: Consultant, Coach
People involved: Volkswagen: 20
Client: Volkswagen

- Moderation and processing of hazard assessments and hazard and risk analyses (HARA).
- Creation of safety concepts and safety requirements for control units.
- Collaboration on a process guideline for functional safety.
- Preparation of safety cases to demonstrate implemented safety measures.

Moderation of Hazard and Risk Analyses

Duration: 01/2014 – 10/2014
Role: Consultant, Coach
People involved: Volkswagen: 5
Client: Volkswagen

- Moderation and processing of hazard assessments and hazard and risk analyses for a vehicle project in the commercial vehicle sector.

Quality Assurance SUP.1 for Embedded Software

Duration: 07/2014 – 09/2014
Role: Qualitätsplaner Software, Coach
People involved: approx. 10
Client: Hella Aglaia

- Creation of quality manuals.
- Carrying out self-assessments.
- Planning of quality assurance activities.
- Coaching of the project manager.
- Regular reporting on process and product quality.

Support Functional Safety Volkswagen

Duration:	01/2013 – 12/2013
Role:	Consultant, Coach
People involved:	Volkswagen: 20
Client:	Volkswagen

- Moderation and processing of hazard assessments and hazard and risk analyses.
- Creation of safety concepts and safety requirements for control units.
- Creation and coordination of development interface agreements.
- Monitoring of safety activities at the supplier – in particular SPFM/LFM and FMEDAs.
- Documentation of safety cases (safety cases).
- Planning and implementation of functional safety assessments.

IT Project Management for a Web Portal

Duration:	11/2018 – 2024
Role:	Projektleiter, Anforderungsmanager
People involved:	approx. 20
Client:	Daimler AG

- Creation of a functional specification for documentation and harmonization of requirements.
- Planning the implementation according to Scrum methodology.
- Risk assessment of project impacts on data protection and availability.
- Carrying out user tests and coordination meetings with the customer.
- Creation of the data protection concept and review of contracts for commissioned data processing.

Project management disaster recovery planning

Duration:	01/2013 – 04/2013
Role:	Projektleiter
People involved:	Daimler: 5, Croniq: 4
Client:	Daimler

- Planning the activities to create the disaster recovery plan.
- Instructing employees in the creation of the plan.
- Carrying out reviews to increase quality.
- Coaching on methodology and tool familiarisation.
- Coordinating the content with the customer.

Process Analysis of In-House Functional Development Porsche

Duration:	2012
Role:	Projektleiter, Berater, Trainer, SPICE Assessor
People involved:	Carmeq: 3, Porsche: 4
Client:	Porsche

- Inventory of the SW development processes in the EFS department.
- Planning, conducting, and documenting interviews with employees involved in the EFS department.
- Planning, conducting, and documenting interviews with participating departments and managers from neighbouring departments along the process chain.
- Coordination and presentation of the interview results.
- Development of suggestions for improvement and recommendations.
- Presentation and coordination of the interview results within EF.
- Preparation and presentation of the final report.

Safety Management Seat Occupancy Detection

Duration: 2012
Role: Safety Manager, Coach
People involved: 5
Client: Volkswagen

- Moderation and coordination of hazard and risk analysis.
- Creation of functional and technical safety concept.
- Monitoring of safety activities at the supplier.
- Evaluation of the supplier's safety measures.

Process Analysis HyMotion

Duration: 2011
Role: Projektleiter, Assessor, Berater, Coach
People involved: 7
Client: Volkswagen

- Analysis of a prototype development process.
- Carrying out a SPICE assessment under consideration of ISO 26262.
- Derivation of measures for process improvement.

Stages@Carmeq

Duration:	2011
Role:	Projektleiter, Berater, Prozessmodellierer
People involved:	10
Client:	Carmeq

- Transfer of an existing process landscape to the Stages tool.
- Coordination of the meta-model for structuring the model artefacts and presentation.
- Execution of the tool selection process.
- Preparation of the management decision.
- Modelling of the process model.
- Preparation of the rollout.
- Checking the process model against Automotive SPICE® and ISO 26262 reference models.

Quality Assurance in a Software Development Project

Duration:	2011
Role:	Coach, Qualitätsmanager
People involved:	12
Client:	Carmeq

Project Objective:

The aim of the project was to develop and provide AUTOSAR software components for the functional scopes of the anti-theft alarm system, the central locking system, and the release and convenience functions for the power windows and sunroof in the BCM PQ26.

- Creation of the quality assurance strategy.
- Planning of quality assurance measures.
- Coaching and tracking of quality assurance measures.
- Reporting on software quality to Carmeq's quality management and to the project manager.

Functional Safety Multi-Collision Braking

Duration:	2011
Role:	Berater, Sicherheitsmanager, Coach
People involved:	8
Client:	Volkswagen

- Moderation and documentation of the hazard and risk analysis.
- Consistent integration of risk management according to ISO 26262 throughout the safety lifecycle.
- Creation and coordination of the functional and technical safety concept.
- Monitoring of safety activities at the supplier.
- Evaluation and acceptance of safety concepts at control unit level.
- Validation of the safety measures and analysis of test results.
- Preparation of the safety case.

Support for Functional Safety PreCrash

Duration:	2011
Role:	Coach, Qualitätsmanager
People involved:	6
Client:	Carmeq

- Moderation and documentation of the hazard and risk analysis.
- Application of risk management methods to assess and track safety-critical aspects.
- Creation and coordination of the functional and technical safety concept.
- Monitoring of safety activities at the supplier.
- Evaluation and validation of the safety measures.
- Preparation of the safety case.

Functional In-House Development: Definition of System Development Process and SW In-House Development Process

Duration:	2010
Role:	Projektleiter, Berater, Trainer, Coach
People involved:	11
Client:	Volkswagen, Audi

- Modelling of a system development process in the tool Stages on the basis of a process manual with consideration of ISO 26262.
- Modelling of a software development process taking ISO 26262 into account.
- Market overview of process modelling tools and selection of a suitable tool.
- Support for pilot projects in implementing the new development process.
- Creation of a rollout concept for the introduction of new processes.
- Reporting to the E-strategy board.

Support of Various Functions to Fulfil the Requirements of the ISO 26262 Standard

Duration:	2009
Role:	Projektleiter, Berater, Coach
People involved:	Carmeq: 3, Volkswagen: 20
Client:	Volkswagen

- Support for various functions with regard to functional safety in accordance with ISO 26262.
- Derivation of measures from the standard to enhance safety compliance.
- Creation of templates for safety documentation.
- Moderation of hazard and risk analyses.
- Creation and coordination of safety concepts.
- Validation of safety measures and safety architectures.
- Analysing test results for safety evaluation.
- Preparation of safety certificates.
- Monitoring of safety activities at the supplier.
- Evaluation of security concepts at hardware and software level.

Rollout SPICE in the EEF

Duration:	2007
Role:	Projektleiter, Berater, Coach, Trainer
People involved:	100
Client:	Volkswagen

- Creation of the rollout concept for SPICE in the EEF.
- Planning the rollout measures for SPICE implementation.
- Presentation of the rollout concept and planning to management.
- Carrying out training and coaching sessions for SPICE implementation.
- Checking the rollout progress through regular SPICE assessments.
- Reporting to the management on the progress of the rollout.

Linux Administration for the Web Servers of Krankenhaus.de

Duration:	2006 – 2015
Role:	Linux-Administrator
People involved:	Not specified
Client:	Krankenhaus.de

- Operation and maintenance of Linux-based web servers for the healthcare portal Krankenhaus.de.
- Setup of hosting environments, user management, and access control.
- Monitoring, backup, and securing of the server infrastructure.
- Troubleshooting, performance optimization, and recovery after a complete system failure.

Assessments at VW

Duration:	2006
Role:	SPICE Assessor, Berater, Trainer
People involved:	100
Client:	Volkswagen

- Planning and implementation of numerous assessments according to ISO 15504.
- Regular reporting to senior management (head of department).

Porsche: Model-Based Software Development (In-House Functional Development)

Duration:	2006
Role:	SPICE Assessor, Berater, Coach
People involved:	Carmeq: 2, Porsche: 5
Client:	Porsche

- Analysis of the existing procedure for model-based software development.
- Carrying out an assessment according to Automotive SPICE®.
- Derivation of recommendations for action.
- Scheduling of improvement measures.
- Review of a process manual for compliance and completeness.
- Creation of a process instruction for configuration management.
- Review of the improvement measures through re-assessment.

Carquest: Creation of a Process Model for Software Development

Duration:	2005
Role:	Berater, Prozessmodellierer
People involved:	8
Client:	Carmeq

- Definition of process steps and activities for software development.
- Creation of templates and role descriptions.
- Coordination and publication of the process model.

SPICE@EE: Introduction of SPICE in Electronics/Electrical Development

Duration:	2005
Role:	Berater, Coach, Projektleiter
People involved:	15
Client:	Volkswagen

- Creation of method descriptions for SPICE introduction.
- Creation of templates to support processes.
- Support for development projects in implementing SPICE.
- Project management of an improvement project for process optimization.
- Creation and coordination of role descriptions.

Project Manager International Division

Duration:	2004
Role:	Projektleiter
People involved:	Not specified
Client:	Berlin-Chemie, Berlin

- Customisation of tools for group-wide production control.
- Specification of software requirements.
- Implementation of software acceptance tests.

Consulting Project for Software Process Improvement in an Automotive Industry Group

Duration: 2004
Role: Berater
People involved: Not specified
Client: Automobilkonzern

- Comparison of existing procedures with international standards (ISO 15504 - SPICE, ISO 12207 Life Cycle).
- Planning and support of an assessment according to SPICE.
- Presentation of proposals for the standardisation of software processes to management and subsequent implementation.

Moderation of the 'Knowledge Management' Working Group as part of the Berlin Senate's XML Initiative Berlin

Duration: 2003
Role: Moderator
People involved: Not specified
Client: Berliner Senat

- Moderation of the 'Knowledge Management' working group within the XML Initiative Berlin of the Berlin Senate.
- Coordination of discussions on strategies and technologies for knowledge management in the public sector.
- Compilation of best practices for the implementation of knowledge management solutions.
- Preparation of reports and recommendations for promoting XML-based knowledge management systems.

Management and Realisation of a Code Review of an Information System (eGovernment)

Duration: 2003
Role: Projektleiter
People involved: Not specified
Client: eGovernment-Projekt

- Planning and realisation of a comprehensive code review of an eGovernment information system.
- Analysis of code quality in terms of best practices, security, and maintainability.
- Identification of weaknesses and derivation of optimisation measures.
- Preparation of a final report with recommendations for improving software quality.

Head of the Research Project 'Virtual Software Engineering Competence Centre ViSEK' (2001-2003)

Duration: 2002
Role: Projektleiter
People involved: Not specified
Client: Forschungsprojekt ViSEK

- Active acquisition of expert knowledge for the Virtual Software Engineering Competence Centre.
- Structuring and preparation of knowledge modules to support software engineering.
- Organisation of the 'Software Forum Berlin-Brandenburg' series of events.

Head of the 'Fraunhofer Knowledge Management Portal' Project (2000-2002)

Duration: 2001
Role: Projektleiter
People involved: Not specified
Client: Fraunhofer Gesellschaft

- Technical and detailed concept, implementation of a topic map engine.
- Development of a portal for the presentation of the knowledge base and the search.
- Development of a component for three-dimensional navigation in the knowledge base.

CRM System for Mail Order Companies

Duration: 2001
Role: Berater, Projektleiter
People involved: Not specified
Client: Versandhandelsunternehmen

- Consulting e.g. business models and system integration for the mail order business.
- Requirements analysis for a web-based CRM system.
- Project management for the development of a web-based CRM system for the mail order business.
- Conception and implementation of the IndividualFit algorithm for the virtual fitting of garments.

Supervision of Several Diploma Theses (1998-2003)

Duration:	2000
Role:	Betreuer
People involved:	Not specified
Client:	Akademische Institutionen

- Supervision of diploma theses in the areas of 3D real-time visualization, knowledge management, skill management, and usability of web applications.
- Support in the methodological and technical implementation of the respective research topics.
- Evaluation and feedback on scientific papers and presentations.

Advice on the Acceptance and Commissioning of a Passenger Counting System (Public Transport) (1999-2001)

Duration:	1999 – 2001
Role:	Berater
People involved:	Not specified
Client:	Öffentlicher Verkehr

- Interface coordination between the passenger counting system and the existing system environment.
- Integration into the existing system environment of public transport.
- Definition of work flows for system operation and maintenance.
- Development of an operating concept for efficient system use.
- Creation of a service level agreement to ensure system availability and maintenance.

Quality Assurance of the Documentation of an Operational Planning System (Public Transport)

Duration:	1999
Role:	Qualitätsmanager
People involved:	Not specified
Client:	Öffentlicher Verkehr

- Planning and implementation of the documentation review of the operational planning system.
- Development of action plans to remedy the deficiencies identified.