

## TRANSDEV MOBILITY PARTNER OF WORLDICLESS ORGANIZATIONS

**83,000** EMPLOYEES

AMERICAN

\$7,8 bn

COUNTRIES

9



Marielle Villamaux

#### **CORE BELIEF #1**



### **GOOD BUT NOT ENOUGH**



#### **CORE BELIEF #2**



### **GOOD BUT NOT ENOUGH**





#### MIND THE GAP

OPERATOR

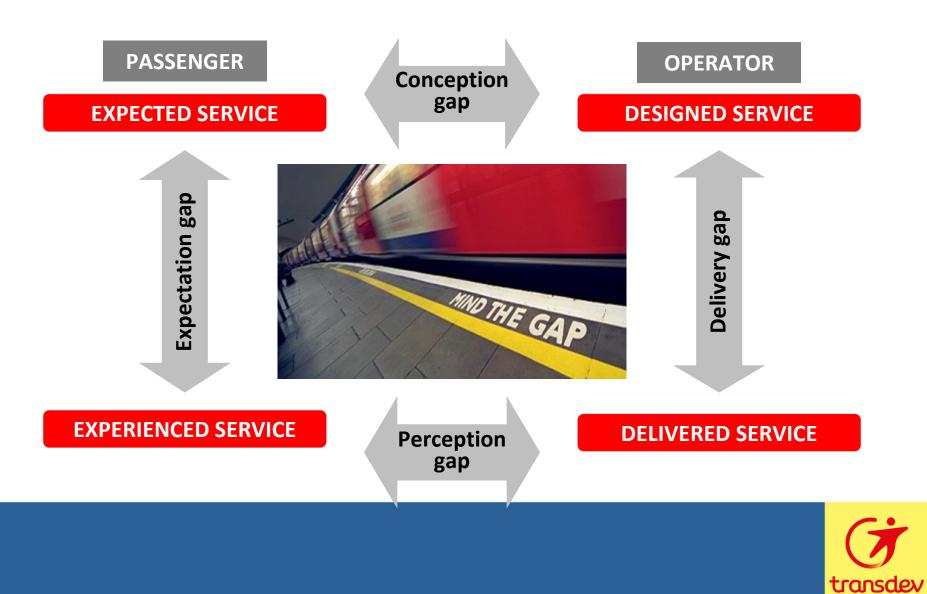
**DESIGNED SERVICE** 



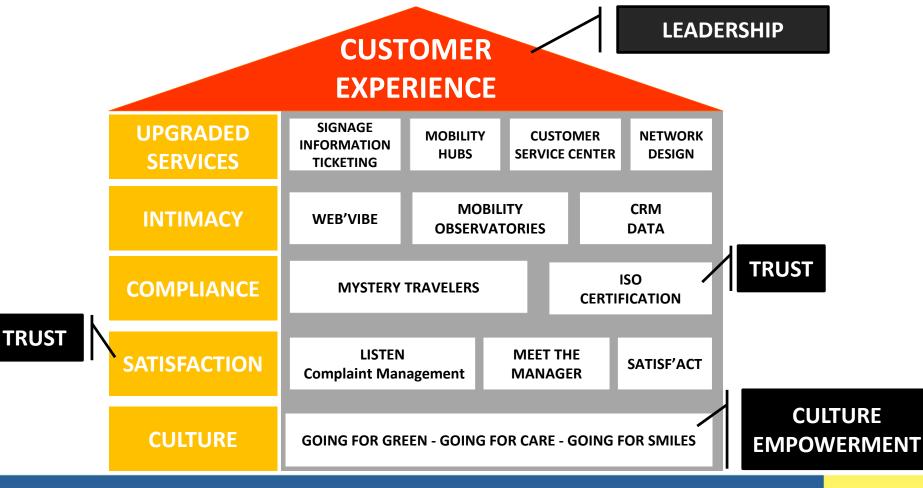
#### **DELIVERED SERVICE**



## MIND THE GAPS!



### THE WORLD-CLASS CUSTOMER-CENTRIC HOUSE

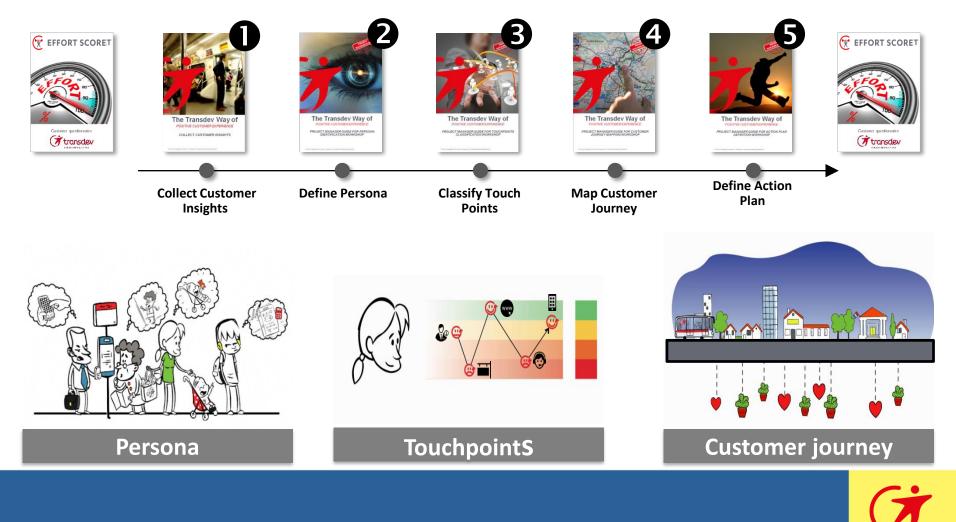




extense experience

#### FIVE STEPS – ONE MEASURE... MANY IMPROVEMENTS

by Transdev



transdev

#### **WORLD-CLASS ORGANIZATIONS**

#### PRODUCT





EXCELLENCE



SERVICE





**EMPATHY** 



# PASSENGER AT HEORT