

Railway performance indicators and performance benchmarks for sustainability
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Performance indicators and performance benchmarks in industries are now widely used. Railways now face stiff competition from other modes of transport. With liberalization of the transport sector in Tanzania, traffic carried by rail has declined thus threatening sustainability of the railways. To reverse the trend, effective use of performance indicators should be instituted. The World Bank has conducted some studies on railway performance indicators and uses them in assessing viability of the respective railways. Developed countries have also conducted similar studies but no such studies have been conducted in Tanzania or neighbouring countries. In this study the methodology used included literature review, data collection through questionnaires, the Internet and interviews; and based on the findings the author has developed key performance indicators and their benchmarks. An assessment of the impacts the indicators will have on the railways has also been made. The study has revealed that performance of both TAZARA and TRC is unsatisfactory and that the railways have not been using performance indicators effectively. The number of performance indicators used is also inadequate. This study has therefore extended their number. The proposed indicator benchmarks and recommendations should enable the railways to improve their performance and competitiveness.