Process Innovation: Improving the Railroad Sector for Competitiveness

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EXECUTIVE SUMMARY

The aim of this paper is to propose a conceptual model for the railroad industry based on process innovation variables (PIV) that improve the competitiveness (C) in the sector like: Knowledge Management (KM), Logistics (LG), Information and Communication Technologies (ICT), Quality of Service (QoS). We applied 44 questionnaires with 4 dimensions, 20 indicators, 60 regression to different railroad specialist managers. We found that managers should develop knowledge management as an organizational dimension characterized by Talent Management and Use and Implementation, Creation and Acquisition, Storage, Sharing and Transfer as indicators to initially raise the competitiveness of the sector.

Keywords: Process innovation, Railroad, Competitiveness