



NS Reizigers

Regie- & Coördinatiecentrum

OV-chipkaart en poortjes

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Uw brief van
Ons kenmerk Statement of Satisfaction
Onderwerp

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To whom it may concern

NS has embarked upon the introduction of the Chipcard project since the beginning of this decade. The Chipcard project is essentially a complex program involving the introduction of innovative travel and loyalty products and services supported by a nationally available electronic travel and payment chipcard.

The introduction of such a technical and commercial phenomenon in all major public transport companies is a gigantic operation.

The management of the program in Dutch National Railways (NS) is under the leadership of a program office. Since 2007 a change in setup was needed to make the program more effective.

NS asked Gerard Otten to support the changeover of program management into a new style, such that control over the entire effective delivery throughout the NS organization could be achieved in an orderly manner. Alignment to sharpened goals and to an agreed life cycle of requirements planning to delivery took place.

Gerard subsequently participated in several special projects to create new intra NS and extra NS alignment (with TLS and other PTO's), breakthrough results and innovative international contacts.

We have experienced Gerard delivering results and demonstrating consistent and productive behaviour in support of the objectives of the new program office. His energy and drive have helped us to create a program office better suitable for the task of implementing OV Chipcard in The Netherlands for NS.

Kind regards

Rein van der Leeuw
(Director program office OV-Chipcard NS)