

## Curriculum Vitae

## Lars Toft Krag | Operations Director

**Position:**

Operations Director

**Date of Start**

September 2002

**Work location(s)**

Metrovej 3, 2300 Copenhagen S

Vasbygade 16, 2450 Copenhagen SV

**Key competences**

- Business Strategy
- Organisational Development
- Leadership
- Project Management
- Operations Management
- Safety Management Systems
- Public Transportation
- Railway Safety

**Languages**

Native Danish Speaker

Fluent English Speaker

Having worked at Metro Service for 17 years, I have world class experience in operating driverless metro systems. Since 2012, when I took over as Operations Manager, the service availability of the Copenhagen Metro has increased continuously, reaching a record of 99.2% in 2017. This was achieved at the same time, as the number of passengers increased from 54.2 mill. to 63.5 mill. Also, I helped reduce the number of assaults on frontline staff by more than 61% by implementing new guidelines, training and a work/meeting/briefing structure. This was achieved without reducing the productivity.

I have developed an engineering department to analyse the performance of sub systems, thus raising the funding from the PTO to invest in an upgraded Automatic Train Control system and a new Passenger Information System.

I have managed to consistently raise staff satisfaction in all departments under my area of responsibility from 2012 to 2017, and subsequently reduced turnover and sickness. The Operation Department went from the lowest to the highest satisfaction in the company in 3 years.

As part of the senior management team I have also completed ISO 9001 certification, including identifying and mapping core processes, implemented a Safety Management System and a Quality Management System.

As Operations Director, my main focus is to lead by example. I strongly believe in hard work and am also naturally appreciative. I possess the ability to think very abstract as well as analyse in detail. I believe both skills are necessary to be a successful manager. I am naturally appreciative, without being naïve. I have (in collaboration with my managers) successfully shaped and changed the culture in multiple departments in Metro Service.

**Accreditations and Licenses**

Member of the Metro division of UITP Operations Group and Observatory for Automation.

**Employment Summary**

2018 - : Operations Director, Metro Service A/S  
 2012 – 2018: Operations Manager, Metro Service A/S  
 2005 – 2012: Control Room Manager, Metro Service A/S  
 2004 – 2005: Control Room Supervisor, Metro Service A/S  
 2002 – 2004: Control Room Operator, Metro Service A/S

**Education**

BA Management from Engineering College Copenhagen