

Diamond Rail Services named Supplier of the Year at Global Light Rail Awards

October 24, 2022



Sheffield-based **Diamond Rail Services** was named Supplier of the Year for its front-of-house service at the annual Global Light Rail Awards on October 5th.

A week later, the business was also shortlisted at the NRAs, cementing its reputation as a trusted specialist services delivery partner.

Launched over 15 years ago, the Global Light Rail Awards celebrate innovation and excellence in the global light and urban rail sector. Diamond Rail's win came just 18 months after it underwent a dramatic transformation, evolving from a train seating refurbishment specialist into a provider of full interior, asset, engineering, and heritage services. Today, it helps train operators to improve customer experience, keeping vehicles clean, safe, and well-maintained with what the Global Light Rail Awards dubbed a 'mini refurb service'.

Jenny Dempsey, business development director for Diamond Rail, commented: "It is nice to see the team's commitment and hard work paying off. I am so proud of what we have achieved over the last couple of years and as we prepare to work with new clients the future is very bright for Diamond Rail. Front-of-house is now a vital consideration for all TOCS, and it's so nice to feel that we are getting this right."

Indeed, with the link between customer experience and profitability now more direct, train operators must focus on improving service quality. Diamond Rail's engineers help them to identify and address both interior and exterior issues, keeping cost and downtime to a minimum. The business was shortlisted in NRA's Customer Excellence category following its front-of-house work with **South Western Railway**.

Commenting on Diamond Rail's achievements, the Global Light Rail Awards panel said: "Our winner was lauded for its passenger-focused ethos that 'perception is key'. After all, if a vehicle looks shabby and unloved, it reflects poorly on the operator.

Essentially offering a mobile mini-refurb service, they are rapidly gaining a name for themselves for delivering the small tasks that have a high impact, and with low cost."

To learn more about Diamond Rail Services, visit www.diamontrail.co.uk.