# **SERVICE QUALITY COMMITMENTS (SQC)**

TARGET HIT FAILED

PERFORMANCE TARGETS - January 2017

### **SECURITY WAITING TIMES**

SERVICE AVAILABILITY

IO MINISTEC OD LECC

15 MINUTES OR LES



95.00%

97.87%



98.00%

99.60%

#### **DEPARTURES BAGGAGE**

SERVICE AVAILABILITY



99.00%

99.89%

## **ARRIVALS BAGGAGE**

SERVICE AVAILABILITY



99.00%

99.68%

#### **TERMINAL TRACK TRANSIT**

SERVICE AVAILABILITY



99.00%

99.38%

# **FIXED ELECTRICAL GROUND POWER**

SERVICE AVAILABILITY



99.00%

99.90%

### **ESCALATORS, TRAVELATORS & LIFTS**

SERVICE AVAILABILITY



99.00%

99.89%

#### **PIER**

SERVICE AVAILABILIT



95.00%

98.50%

### **JETTIES**

SERVICE AVAILABILITY



99.00%

99.69%

### **AIRCRAFT STAND**

SERVICE AVAILABILITY



99.00%

99.89%

# **Customer Satisfaction Score**

Rated by Passengers

		EASE OF WAY ARO
WAYFINDING	4.14	OVERALL OF TERMI
CLEANLINESS CHECK-IN	4.07	OVERALL EXPERIEN
SECURITY	4.09	OVERALL EXPERIEN
IMMIGRATION	3.98	OVERALL EXPERIEN

ASE OF FINDING YOUR
VAY AROUND THE AIRPORT

'ERALL CLEANLINESS

/ERALL CHECK-IN (PERIENCE

PERALL SECURITY
PERIENCE

OVERALL IMMIGRATION EXPERIENCE

4.11 4.08 4.06 4.06 4.06

3.62

- Key Areas Within ASQ
- Scores ranked out of 5.
- Target = ASQ upper quartile score (average of last 3 quarters to alleviate seasonal change)

