

SERVICE QUALITY COMMITMENTS (SQC)

PERFORMANCE TARGETS – January 2017

TARGET

HIT

FAILED

SECURITY WAITING TIMES

SERVICE AVAILABILITY

10 MINUTES OR LESS

15 MINUTES OR LESS



95.00%

97.87%



98.00%

99.60%

DEPARTURES BAGGAGE

SERVICE AVAILABILITY



99.00%

99.89%



99.00%

99.68%

TERMINAL TRACK TRANSIT

SERVICE AVAILABILITY



99.00%

99.38%



99.00%

99.90%

FIXED ELECTRICAL GROUND POWER

SERVICE AVAILABILITY

ESCALATORS, TRAVELATORS & LIFTS

SERVICE AVAILABILITY



99.00%

99.89%



95.00%

98.50%

PIER

SERVICE AVAILABILITY

JETTIES

SERVICE AVAILABILITY



99.00%

99.69%



99.00%

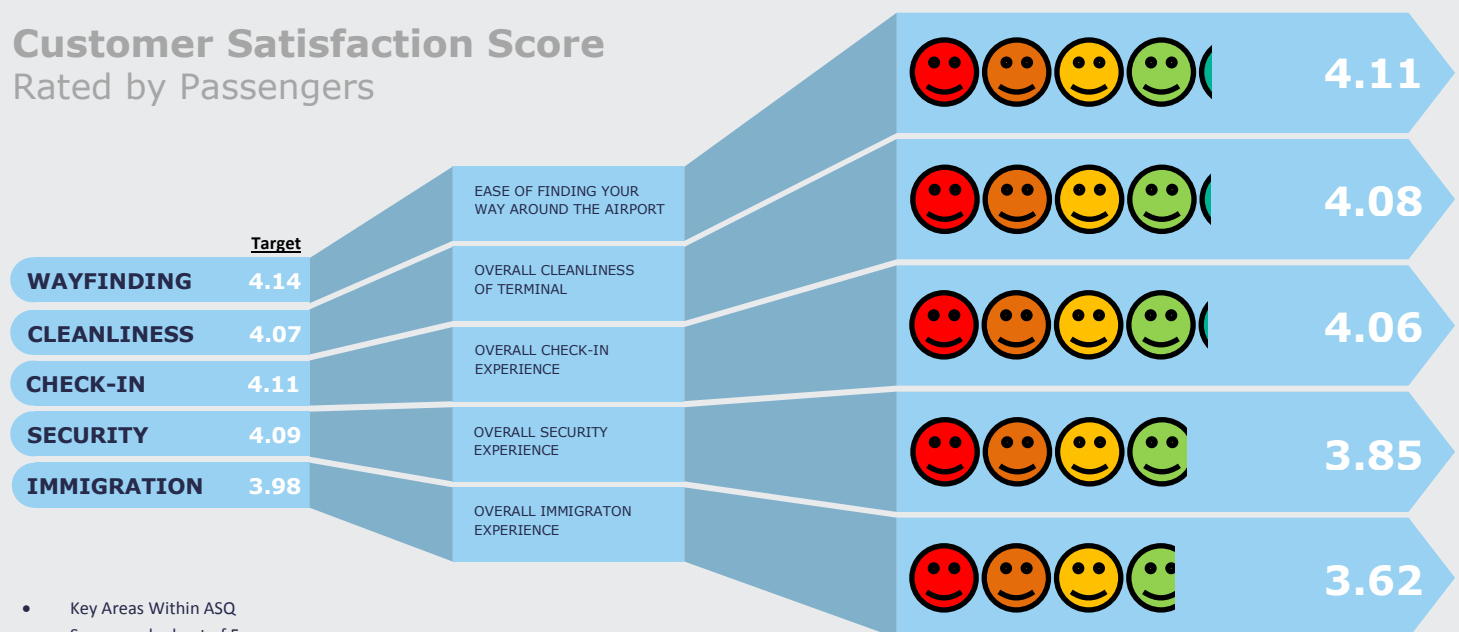
99.89%

AIRCRAFT STAND

SERVICE AVAILABILITY

Customer Satisfaction Score

Rated by Passengers



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

WE WELCOME CUSTOMER FEEDBACK

stanstedairport.com/feedback



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