SERVICE QUALITY COMMITMENTS (SQC)

FAILED

PERFORMANCE TARGETS - December 2018

SECURITY WAITING TIMES



99.83%



100.00%

DEPARTURES BAGGAGE



99.00%

99.00%

ARRIVALS BAGGAGE



99.00%

99.47%

TERMINAL TRACK TRANSIT



99.00%

99.69%

FIXED ELECTRICAL GROUND POWER



99.97%

ESCALATORS, TRAVELATORS & LIFTS



99.00%

99.55%

PIER



95.50%

JETTIES



99.87%

AIRCRAFT STAND



100.00%

3.74

Customer Satisfaction Score

Rated by Passengers

	Tours	EASE OF FINDING WAY AROUND TH
	<u>Target</u>	
WAYFINDING	4.16	OVERALL CLEANL OF TERMINAL
CLEANLINESS	4.15	OVERALL CHECK-
CHECK-IN	4.16	EXPERIENCE
CECUPITY	4.42	OVERALL SECURI
SECURITY	4.13	EXPERIENCE
	EXIENCE	EM EMENGE
IMMIGRATION	4.09	
		OVERALL IMMIGF EXPERIENCE

G YOUR IE AIRPORT

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NOTAS

4.12 4.02 3,88 3.93

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

