## **SERVICE QUALITY COMMITMENTS (SQC)**

TARGET HIT FAILED

PERFORMANCE TARGETS - June 2019

### **SECURITY WAITING TIMES**

SERVICE AVAILABILITY

10 MINUTES OF LESS

15 MINUTES OR LESS



95.00%

99.24%



98.00%

100.00%

#### **DEPARTURES BAGGAGE**

SEDVICE AVAILABILITY



99.00%

99.45%

#### **ARRIVALS BAGGAGE**

SERVICE AVAILABILITY



99.00%

99.28%

### **TERMINAL TRACK TRANSIT**

SERVICE AVAILABILITY



99.00%

99.83%

## **FIXED ELECTRICAL GROUND POWER**

SERVICE AVAILABILITY



99.00%

99.98%

## **ESCALATORS, TRAVELATORS & LIFTS**

SERVICE AVAILABILITY



99.00%

99.60%

#### **PIER**

SERVICE AVAILABILITY



95.00%

96.35%

## **JETTIES**

SERVICE AVAILABILIT



99.00%

99.64%

## **AIRCRAFT STAND**

SERVICE AVAILABILITY



99.00%

99.98%

4.10

# **Customer Satisfaction Score**

Rated by Passengers

		EASE (
	<u>Target</u>	
WAYFINDING	4.16	OVERA OF TER
CLEANLINESS	4.15	OVERA
CHECK-IN	4.16	EXPER
SECURITY	4.13	OVERA EXPER
IMMIGRATION	4.09	
		OVERA EXPER

ASE OF FINDING YOUR
VAY AROUND THE AIRPORT

VERALL CLEANLINESS

VERALL CHECK-IN

VERALL SECURITY

OVERALL IMMIGRATON EXPERIENCE 

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

