# **SERVICE QUALITY COMMITMENTS (SQC)**

TARGET HIT FAILED

PERFORMANCE TARGETS - January 2018

### **SECURITY WAITING TIMES**

SERVICE AVAILABILITY

10 MINUTES OR LESS

15 MINUTES OR LESS



95.00%

98.47%



98.00%

99.94%

#### **DEPARTURES BAGGAGE**

SEDVICE AVAILABILITY



99.00%

99.89%

### **ARRIVALS BAGGAGE**

SERVICE AVAILABILITY



99.00%

99.62%

#### **TERMINAL TRACK TRANSIT**

SERVICE AVAILABILITY



99.00%

99.71%

## **FIXED ELECTRICAL GROUND POWER**

SERVICE AVAILABILITY



99.00%

99.87%

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

SERVICE AVAILABILITY



99.00%

99.38%

#### **PIER**

SERVICE AVAILABILIT



95.00%

97.47%

#### **JETTIES**

SERVICE AVAILABILIT



99.00%

99.93%

#### **AIRCRAFT STAND**

SERVICE AVAILABILITY



99.00%

100.00%

3.83

# **Customer Satisfaction Score**

Rated by Passengers

	EASE OF WAY ARC
4.16	OVERALL OF TERM
4.15	
4.16	OVERALL EXPERIE
4.13	OVERALL EXPERIE
4.09	_
	OVERALL EXPERIE
	4.15 4.16 4.13

ASE OF FINDING YOUR VAY AROUND THE AIRPORT

FRALL CLEANLINESS

VERALL CHECK-IN

/ERALL SECURITY

OVERALL IMMIGRATION

4.13
4.08
4.07
4.07

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

