



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 2 OF 2023

**AMENDMENT TO THE DIRECTIVE RELATING TO THE
IMPLEMENTATION OF THE QUALITY OF SERVICE FRAMEWORK
AT KOTA KINABALU INTERNATIONAL AIRPORT (2024)**

This Directive is issued by the Malaysian Aviation Commission ("**Commission**") pursuant to section 98A of the Malaysian Aviation Commission Act 2015 [*Act 771*].

Objective

1.1 This directive may be cited as the Amendment to the Directive Relating to the Implementation of the Quality of Service Framework at Kota Kinabalu International Airport No.2 of 2023 (2024).

1.2 This Directive comes into operation on 1 December 2024.

Amendment of subparagraph 3.2(c)

2. Subparagraph 3.2(c) of the Directive Relating to the Implementation of the Quality of Service Framework at Kota Kinabalu International Airport No. 2 of 2023, which is referred to as the "principal Directive" in this Directive is amended by inserting after subparagraph (vii) the following subparagraph:

"(viiA) kerbside congestion"

Amendment of Schedule 1

3.1 Schedule 1 of the principal Directive is amended by inserting in column (3) after the service quality element of Wayfinding, a new element – Kerbside congestion, a new target for column (5) – Compliance of at least 96% of the size of the survey, and a new Revenue at risk (%) for column (6) – Results are for notification and publication purposes only.

SCHEDULE 1

Quality of Service Framework

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
3.	Passenger comfort and facilities	Wayfinding	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.14
		Kerbside congestion		Compliance of at least 96% of the size of the survey	Results are for notification and publication purposes only



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