



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 1 OF 2018

DIRECTIVE RELATING TO THE IMPLEMENTATION OF THE QUALITY OF SERVICE FRAMEWORK AT KL INTERNATIONAL AIRPORT AND KL INTERNATIONAL AIRPORT 2

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

Objective

1.1 The Malaysian Aviation Commission ("**Commission**") has developed an Airports Quality of Service ("**QoS**") Framework to improve passenger comfort at airports, to ensure the aerodrome operators give priority to consumer service levels, and to facilitate better airport user experience for airlines, ground handling operators and other users of airports in Malaysia.

1.2 The objective of this Directive is to regulate the QoS at KL International Airport ("**KLIA**") and KL International Airport 2 ("**kli2**").

Application

2. This Directive applies to the person who is authorised under the Act to operate KLIA and kli2 ("**Aerodrome Operator**").

Airport Quality of Service Framework

3.1 The QoS Framework comprises of five components:

- (a) service quality category;
- (b) service quality element;
- (c) measurement mechanism;
- (d) target; and
- (e) revenue at risk.

3.2 The service quality category comprises of the passenger comfort and facilities, the operator and staff facilities, and the passenger flow. Each of this service quality category is divided into the following specific service quality element:

- (a) Passenger comfort and facilities
 - (i) cleanliness of washrooms.
- (b) Operator and staff facilities
 - (i) availability of aerobridge;
 - (ii) availability of aerobridge operator;
 - (iii) availability of Visual Docking Guidance System ("VDGS");

- (iv) availability of ramp wi-fi service; and
 - (v) cleanliness of staff washrooms.
- (c) Passenger flow
 - (i) availability of aerotrain Track Transit System ("TTS"); and
 - (ii) availability of lifts, escalators and walkalators.

3.3 Each service quality element is measured with specific measurement mechanism to ensure that these service quality elements are measured in a clear and precise manner.

3.4 The Aerodrome Operator has to achieve the target allocated to each service quality element. Failure to achieve any of the targets as specified in column (5) of Schedule 1 is a non-compliance and the Commission may impose a financial penalty on the Aerodrome Operator based on the percentage of the revenue at risk assigned to each service quality element.

3.5 The details of the QoS Framework are as specified in Schedule 1.

Computation of financial penalty for non-compliance of QoS Framework

4.1 In the event of any non-compliance of the QoS Framework, the computation of financial penalty shall be based on the revenue at risk as per column (6) of Schedule 1.

4.2 The financial penalty shall be computed respectively for KLIA and klia2 on a monthly basis.

4.3 The amount of financial penalty for each non-compliance is calculated from the monthly accrued regulated aeronautical revenue of the Aerodrome Operator based on the percentage of the revenue at risk.

4.4 The financial penalty to be imposed pursuant to paragraph 4.3 shall not exceed five per cent of the annual turnover of the Aerodrome Operator from the preceding financial year.

4.5 The accrued regulated aeronautical revenue shall not include the User Fee paid by the Aerodrome Operator to the Government.

4.6 For the purpose of this paragraph –

“accrued regulated aeronautical revenue” means –

- (a) Passenger Service Charges and Security Charges;
- (b) Landing Charges; and
- (c) Parking Charges.

“User Fee” has the meaning assigned to it in the Operating Agreement for KL International Airport dated 12 February 2009 between the Government of Malaysia, Malaysia Airports Holdings Berhad and Malaysia Airports (Sepang) Sdn. Bhd.

Payment of financial penalty for non-compliance of QoS Framework

5.1 In the event the Aerodrome Operator fails to comply with the QoS Framework, the Commission shall issue the notice of financial penalty on a quarterly basis for each calendar year.

5.2 The Aerodrome Operator shall pay the financial penalty to the Commission within thirty days from the date the Commission issues the notice of financial penalty pursuant to paragraph 5.1.

Commission to require information or document

6.1 The Commission may, for the purpose of implementing this Directive, require the Aerodrome Operator to provide any information or document and the Aerodrome Operator shall provide such information or document to the Commission.

6.2 The Aerodrome Operator shall disclose relevant information or document to the Commission and shall ensure that such information or document are not false or misleading in nature.

Compliance of the Directive by Aerodrome Operator

7.1 The Aerodrome Operator shall comply with this Directive.

7.2 Paragraph 98A(3)(b) of the Act shall apply in the event the Aerodrome Operator fails to comply with this Directive.

Date of commencement

8. This Directive comes into operation on –

(a) 1 September 2018, in the case of the following service quality element –

- (i) cleanliness of washrooms;
- (ii) availability of ramp wi-fi service; and

(iii) cleanliness of staff washrooms.

(b) 1 October 2018, in the case of the following service quality element –

(i) availability of aerobridge;

(ii) availability of aerobridge operator;

(iii) availability of VDGS;

(iv) availability of aerotrain TTS; and

(v) availability of lifts, escalators and walkalators.

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 (%)
1.	Passenger comfort and facilities	Cleanliness of washrooms	Independent inspection based on the 20 items as specified in Schedule 2	(i) Compliance of at least 90% of the 20 items per washroom; and (ii) Compliance of at least 90% of the total washrooms inspected	0.30
		Total			0.30
2.	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.21
		Availability of aerobridge operator	The percentage of arrival flights where the aerobridge operator was available 10 minutes before on-chock time based on the reports	95% of arrivals	0.10

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
			submitted by the Aerodrome Operator		
			The percentage of arrival flights where the aerobridge operator was available 5 minutes before on-chock time based on the reports submitted by the Aerodrome Operator	99% of arrivals	0.10
		Availability of VDGS	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.10
		Availability of ramp wi-fi service	Independent inspection consisting of service availability, weekly on- site random checking of hot-spots and weekly device connectivity testing for Baggage Reconciliation System	(i) The availability of ramp wi-fi service of at least 99.7% (ii) Signal Strength indication of "Good" which is -50 to -60 dBm or more than -50 dBm	0.13

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
				(iii) Successful authentication of Baggage Reconciliation System device	
		Cleanliness of staff washrooms	Independent inspection based on the 19 items as specified in Schedule 3	(i) Compliance of at least 80% of the 19 items per washroom; and (ii) Compliance of at least 80% of the total washrooms inspected	0.22
		Total			0.86
3.	Passenger flow	Availability of 2 Aerotrain TTS (KLIA only)	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of 2 trains for at least 98% of the duration of time the train is in service	0.25
		Availability of 1 Aerotrain	The Equipment Service Availability based on	Availability of 1 train for at least 99.5% of	0.25

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		TTS (KLIA only)	reports submitted by the Aerodrome Operator	the duration of time the train is in service	
		Availability of lifts, escalators and walkalators	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of lifts, escalators and walkalators for at least 99.5% of the duration of time the lifts, escalators and walkalators is in service	0.26
		Total			0.76
Grand Total					1.92

SCHEDULE 2

Inspection Checklist for Washroom

Washroom overall	
1.	There is a working ventilation system
2.	The toilet is free from unpleasant smells
3.	There is sufficient lighting
4.	Floors are dry and free from slipping hazards
5.	Floors are free from cracks, damage, rubbish, or excess dirt or staining
6.	Walls are free from cracks, damage, or excess dirt or staining
7.	Waste and sanitary bins have spare capacity
Cubicles and urinals	
8.	All inspected cubicles and urinals have a working flush system
9.	All inspected toilet bowls are free from cracks, or damage, or excessive dirt or staining
10.	All inspected cubicles have toilet tissue available
11.	All inspected cubicles have a working door with a latch or lock, and free from excess dirt
12.	All inspected cubicles have a coat hook
13.	All inspected bidets are fully functional
Hand washing area	
14.	Clean water is available
15.	Washing basins are free from cracks or damage, watermarks or excessive dirt
16.	Taps are in working order
17.	Soap is available
18.	One or more hand dryers are available and in working order
19.	Mirrors are free from excess dirt or fingerprints
20.	Mirrors are free from cracks or damage

SCHEDULE 3

Inspection Checklist for Staff Washroom

Washroom overall	
1.	There is a working ventilation system
2.	The toilet is free from unpleasant smells
3.	There is sufficient lighting
4.	Floors are dry and free from slipping hazards
5.	Floors are free from cracks, damage, rubbish, or excess dirt or staining
6.	Walls are free from cracks, damage, or excess dirt or staining
7.	Waste and sanitary bins have spare capacity
Cubicles and urinals	
8.	All inspected cubicles and urinals have a working flush system
9.	All inspected toilet bowls are free from cracks, or damage, or excessive dirt or staining
10.	All inspected cubicles have toilet tissue available
11.	All inspected cubicles have a working door with a latch or lock, and free from excess dirt
12.	All inspected cubicles have a coat hook
13.	All inspected bidets are fully functional
Hand washing area	
14.	Clean water is available
15.	Washing basins are free from cracks or damage, watermarks or excessive dirt
16.	Taps are in working order
17.	Soap is available
18.	Mirrors are free from excess dirt or fingerprints
19.	Mirrors are free from cracks or damage

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