



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 2 OF 2023

DIRECTIVE RELATING TO THE IMPLEMENTATION OF THE QUALITY OF SERVICE FRAMEWORK AT KOTA KINABALU INTERNATIONAL AIRPORT

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 The Commission has developed an Airports Quality of Service ("**QoS**") Framework to improve passenger comfort at airports, ensure the aerodrome operators give priority to consumer service levels and 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 implement the service quality elements of the QoS Framework at Kota Kinabalu International Airport ("**BKI**").

Application

2. This Directive applies to the person who is licensed or authorised under the Act to operate BKI ("**Aerodrome Operator**") and shall be read in conjunction with the Directive Relating to the Implementation of Quality of Service Framework at Kota Kinabalu International Airport No. 1 of 2023 dated 17 April 2023.

Airports Quality of Service Framework (QoS Framework)

3.1 The QoS Framework comprises five components:

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

3.2 The service quality category for this Directive comprises the operator and staff facilities, baggage flow, passenger comfort and facilities, and queueing times. Each of these service quality categories are divided into the following specific service quality elements:

- (a) Operator and staff facilities
 - (i) cleanliness of staff washrooms.
- (b) Baggage flow
 - (i) availability of baggage handling system ("**BHS**") equipment.
- (c) Passenger comfort and facilities
 - (i) overall satisfaction with the airport;
 - (ii) cleanliness of the terminal;
 - (iii) ambience of the terminal;
 - (iv) overall satisfaction with the passenger washrooms;
 - (v) availability of washrooms;
 - (vi) Flight Information Display System ("**FIDS**");

- (vii) wayfinding;
 - (viii) availability of Wi-Fi; and
 - (ix) cleanliness of passenger washrooms.
- (d) Queueing times
 - (i) passenger security search;
 - (ii) check-in; and
 - (iii) outbound immigration.

3.3 Each service quality element is measured with a 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 of this Directive 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 with the QoS Framework

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

4.2 The financial penalty shall be computed on a quarterly basis.

4.3 The amount of financial penalty for each non-compliance is calculated from the quarterly 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 Designated Airports dated 12 February 2009 between the Government of Malaysia, Malaysia Airports Holdings Berhad, and Malaysia Airports Sdn. Bhd.

Payment of financial penalty for non-compliance with the 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 in accordance with any timeline as specified by the Commission.

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

Compliance with the Directive by Aerodrome Operator

7.1 The Aerodrome Operator shall comply with this Directive.

7.2 Subparagraph 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 1 July 2023.

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.	Operator and staff facilities	Cleanliness of staff washrooms	Inspection based on the 19 items as specified in Schedule 2	(i) compliance of at least 80% of the 19 items per washroom; and (ii) compliance of at least 80% of the total washrooms inspected	0.15
		Total			0.15
2.	Baggage flow	Availability of BHS equipment	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of BHS equipment for at least 99.5% of the duration of time the BHS equipment are in service	0.50
		Total			0.50
3.	Passenger comfort and facilities	Overall satisfaction with the airport	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification purposes only
		Cleanliness of the terminal	Survey responses from a representative	Compliance of at least 98% of the size of the survey	0.30

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
			sample of passengers		
		Ambience of the terminal	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.35
		Overall satisfaction with the washrooms	Survey responses from a representative sample of passengers	Compliance of at least 95% of the size of the survey	0.14
		Availability of washrooms	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.35
		FIDS	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.15
		Wayfinding	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.14

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		Availability of Wi-Fi	Survey responses from a representative sample of passengers	Compliance of at least 91% of the size of the survey	0.13
		Cleanliness of passenger washrooms	Inspection based on the 20 items as specified in Schedule 3	(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			1.86
4.	Queueing times	Passenger security search	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	0.42
		Check-in	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification purposes only
		Outbound immigration	Survey responses from a representative sample of passengers	Compliance of at least 98% of the size of the survey	Results are for notification purposes only

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
				Total	0.42
				Grand Total	2.93

SCHEDULE 2

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

SCHEDULE 3

Inspection Checklist for Passenger 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



Datuk Seri Hj. Saripuddin bin Hj. Kasim
Executive Chairman
Malaysian Aviation Commission

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**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

Level 19, Menara 1 Sentrum,
201, Jalan Tun Sambanthan,
50470 Kuala Lumpur,
Malaysia.